

July 1, 2008

**River Rouge Housing Commission
River Rouge, MI 48218**

HONORABLE MEMBERS IN SESSION

SUBJECT: LOCK CHANGE POLICY – Resolution 08-33

BACKGROUND

In an attempt to provide a means of better security to all residents in River Rouge Public Housing, a new and patented entry door lock system will be installed in all of its units. All entry door locks and common hallway door locks must be changed for this plan to be effective.

SUMMARY

Tenants are permitted to call our toll free maintenance number or contact the office to request a lock change. The purpose of this policy is to improve the security of the units for all residents. We have learned that the present entry door lock system is fifteen (15) years old and we cannot control the number of keys that have been lost, stolen, or duplicated for this present system.

The installation of the new locks will begin after an adequate schedule of installation has been established. Residents will be notified in a timely manner. Different schedules may be required for each property.

RECOMMENDATIONS

Staff recommends the adoption of the resolution to accept the Lock Change Policy.

RESOLUTION NO. 08-33
ADOPTED BY THE RIVER ROUGE HOUSING COMMISSION
ON THE DATE OF _____

LOCK CHANGE POLICY

BE IT RESOLVED BY THE RIVER ROUGE HOUSING COMMISSION THAT:

WHERE AS: The River Rouge Housing Commission will make all efforts to provide a safe and secure environment for its residents.

WHERE AS: The River Rouge Housing Commission recognizes the importance of providing a safe and secure living environment for its residents.

WHERE AS : To achieve this security the Commission has adopted a Lock Change Policy that will be implemented by the Maintenance Supervisor.

WHERE AS: All apartments or units in a building must have their entry door locks and common hallway door locks changed for the plan to be effective. Residents will be informed in a timely manner before installation.

NOW THEREFORE, The notification will be in writing and will include instructions on the installation process, the surrendering of the old keys and the issuance of new keys.

Chair Person

ATTEST:

SECRETARY

FOR CLERK USE ONLY

Resolution No: _____

Date Adopted: _____

LOCK CHANGE POLICY

The Maintenance Division of the River Rouge Housing Commission is responsible for managing the lock change function in the most cost effective manner possible while providing the best service to River Rouge Housing Commission residents. The following policy statements and charges are designed to establish the structure of an effective and efficient lock change system.

1.0 COMPONENTS OF A LOCK CHANGE SYSTEM

The River Rouge Housing Commission lock change system shall include certain components:

- A. A system of priorities for a lock change request;
- B. A work order system for lock change requests;
- C. The following are items and cost that are inclusive in the lock change policy:

<u>Type Of Lock Change Service</u>	<u>Cost</u>
1. <u>Entry Door (2 core set)</u>	<u>\$50 per occurrence</u>
2. <u>Entry Door (3 core set)</u>	<u>\$71 per occurrence</u>
3. <u>Common Hallway Door Duplicate Key</u>	<u>\$ 4 ea</u>
4. <u>Entry Door Duplicate Key</u>	<u>\$ 4 ea</u>
5. <u>Entry Door Additional Key</u>	<u>\$ 4 ea</u>
6. <u>Mail Box Duplicate Key</u>	<u>\$10 ea</u>
7. <u>Mail Box Lock Change</u>	<u>\$20 per occurrence</u>
8. <u>Staff Member Unlocking Entry Door After</u>	<u>\$50 per occurrence</u>
<u>Normal Business Hours/Weekends & Holidays</u>	

Bent or broken keys can be duplicated while maintaining the security of the new lock system. Additional key requests will be considered on a case by case basis by the Executive Director. The lease holder of a unit will be issued two (2) entry door keys and where applicable one (1) common hallway door key.

When a tenant vacates the unit that he or she occupied, ALL original entry door keys and common hallway door key/s must be returned to the River Rouge Housing Commission. If a tenant purchased any additional entry door keys or common hallway door keys they will be refunded the purchase price of the keys provided that the keys are the originals and have not been illegally duplicated. If this process is not followed, the tenant's account will be charged the cost of a lock change service.

To maintain strict security, the lock cores will have to be re-keyed to prevent any possible illegal entry.

By developing a lock change system that has these components in place, the River Rouge Housing Commission will have the tools it needs to control the security of the units as well as provide a safer environment for its residents.

1.1 PRIORITY SYSTEM

The work priorities adopted by the River Rouge Housing Commission exemplify its philosophy of delivering lock change services. This priority system ensures the most important lock change service is done at a time it can be performed most cost effectively. The lock change priorities of the River Rouge Housing Commission are the following:

- 1. EMERGENCY (examples) but not limited to: Keys lost by theft (Police Report Required), Home Break Ins (Police Report Required), Person or persons removed from the lease who refuse to return entry door key/s to lease holder and leaser holder fears bodily harm may occur (Police Report Required) and as deemed by the Executive Director. Residents will be given a reasonable amount of time to obtain a police report when an emergency lock change is requested. If the police report is not submitted to the River Rouge Housing Commission after a reasonable amount of time, the emergency will be considered as fraudulent and the cost of the lock change will be DOUBLE its normal cost.**

1.2 RESIDENT ON-DEMAND SERVICE

This category of work refers to all resident generated work requests that fall into no other category. These are non-emergency calls made by residents seeking lock change service. These requests for service cannot be planned in advance or responded to before the resident calls.

It is the policy of the River Rouge Housing Commission to complete these lock change requests within (7) days. However, unless the request is an emergency or entails work that compromises the habitability of the unit, these requests will not be given a priority above routine lock change requests. By following this procedure, the River Rouge Housing Commission believes it can achieve good resident service and a lock change system that completes the most important work first and in the most cost effective manner.

1.3 TRAINING

In order to allow its staff members to perform to the best of their abilities, the River Rouge Housing Commission recognizes the importance of providing the staff with the skills to learn new procedures.

The Maintenance Foreman and/or Contracting Officer will train those staff member/s as designated by the Executive Director in the procedure of performing a lock change, logging it into the computer system and assessing any charges to the resident if appropriate.

- 2 Attachments:**
Attachment A – Present Lock Out Key Charge Form
Attachment B – New Lock Out Key Charge Form