
HOUSING AUTHORITY OF THE CITY OF SEATTLE
MANUAL OF OPERATIONS

SUBJECT: Lockouts

SCOPE: This section applies to all units administered by the Seattle Housing Authority, except for Bayview Tower, Section 8 New Construction. It shall not apply to units subject to a management plan approved by HUD and/or SHA; the policies set forth in the management plan shall take precedence for residents of such units.

POLICY:

The Seattle Housing Authority (SHA) will provide lockout services, as provided herein, for tenants who are locked out of their units. The Head of Household, Co-Head of Household, or the Spouse, (as identified by SHA computer records) will be provided entry to the unit when the household is locked out. No other household member will be provided entry or issued a key. Entry to the unit by other household members must be arranged by the Head of Household.

IMPLEMENTING POLICY:

Lockout services are provided by SHA staff during normal working hours or by on-call SHA staff or contractors after normal working hours. SHA staff are not obligated to provide lockout services for tenants who are repeatedly locked out, are abusive to SHA staff or to any contractor of who provides lockout services or when no SHA or contractor personnel are available due to inclement weather, natural disaster, or other reasons beyond the control of SHA as determined by the SHA Senior Property Manager, Property Manager, Property Management Administrator, Director of Housing Operations, or Executive Director.

- A. **During normal working hours.** If the Head of Household, Spouse, or Co-Head, is locked out of his or her unit the Head of Household, Spouse or Co-Head, may go to the building or community property management office, and upon presentation of suitable identification (which verifies his or her tenancy) borrow or purchase a key to their unit. When on-site staff are available, staff may provide entry to the unit. There shall be no charge to the tenant for this service, other than the cost of the key if one is purchased.

The staff will not provide a key, or entry to the unit, to any other household member.

After SHA's normal working hours or on holidays. If the property management office is closed, the Head of Household, Spouse or Co-Head may contact the SHA on-site staff on-duty. If no staff person is available, a Head of Household, Spouse, or Co-Head may call SHA's Emergency Answering Service number (443-4440) and request lockout services.

Only the a Head of Household, Spouse, or Co-Head will be provided entry to the unit.

The Emergency Answering Service will contact the lockout contractor (either the security services contractor or a contract employee) and, depending on availability, dispatch the contractor to the tenant's unit.

To provide access to the unit the contractor will require the following:

1. The a Head of Household, Spouse, or Co-Head must provide his or her name and birthdate,
2. The name and birthdate of one other person in the household (if more than one person occupies the unit),
3. Picture identification.

If the person requesting access to the unit cannot provide the above information and identification, no entry will be provided. Entry may be provide if the person's identification is locked in the unit, but the person is able to provide the other information requested; provided that, when admitted the person must provide his or her identification.

Lock out services after hours will be billed at the rate established and shown in Exhibit No. 1.

Exhibit No.1

Lockout Service Charges

Rate effective 1-1-10

CONTRACTOR:

Charge for lockouts performed by contractor or SHA staff required to respond:

\$35.00 + \$10.00 Administrative Fee.

Total charge of \$45 applied to resident's account per visit.

(Fee is billed at actual cost from the contractor + administrative fee)

Charge for lockouts on the following holidays:

\$50.00 + \$10.00 Administrative Fee.

Total charge of \$60.00 applied to resident's account per visit.

(Fee is billed at actual cost from the contractor + administrative fee)

New Years Day
Martin Luther King
Presidents Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

SEATTLE HOUSING AUTHORITY:

*Charge for lockouts performed by SHA High Rise or SSHP live-in staff called out after on-duty hours: **\$25.00***