

## *Association Key Policy*

Approved at the February 25<sup>th</sup>, 2021 Board of Directors Meeting

### **BACKGROUND**

Association recreational facilities are secured with locks to prevent access from intruders or unauthorized individuals. The Dog Park utilizes a lock and key, while all three pools and all tennis courts utilize an electronic key fob access system. This policy will clarify how owners and residents can obtain keys, including replacements for those that were lost or malfunctioning.

### **KEY DISTRIBUTION POLICY**

Keys will only be provided to Association Members, typically defined as an individual on title or the record owner. Alternatively, owners may designate an Agent to obtain keys. An Agent is defined as a contracted property manager or a tenant currently residing in the unit.

Please note that the owner accepts all responsibility for the action(s) of any individual who utilizes the key assigned to the property.

### **DOG PARK KEYS**

The Dog Park has two entrance gates, both of which need a physical key for entry. Only one (1) Dog Park key is permitted per residence at any time. Additional Dog Park keys may **not** be purchased at this time. Owners are not permitted to make copies of their Dog Park key.

### **ELECTRONIC REMOTE ACCESS SYSTEM (KEY FOBS)**

All three pools and all tennis courts currently utilize an electronic remote access system, where the lock can be opened using a small, round plastic “Key Fob”. Residents can scan their Key Fobs at the gate access panel near the entrance and the lock will electronically disengage.

By default, two (2) Key Fobs are initially provided to every owner, but a third Key Fob may be purchased from the Association for \$50.00. No residence may obtain more than three (3) Key Fobs. Please be aware that this third Key Fob purchase price is not for a deposit – this amount will not be refunded back if the key is ever returned or if the house is eventually sold.

Each Key Fob has a string of numbers printed on the back. It is imperative that all owners write these numbers down for reference, as this is how your specific key is linked to your address. Without this information, we will be unable to troubleshoot any issues that may arise and you will need to be charged for a replacement key, if needed.

**Note:** Any Key Fob previously in the system will be removed when these replacement keys are provided. If a previous owner had keys but did not turn them over, those previous keys will be deactivated and will no longer function.

### **REPLACEMENT KEYS**

Replacement Key Fobs will cost \$10.00 each, and replacement Dog Park keys will cost \$25.00. If replacing a Key Fob, owners must indicate which Key Fob is being replaced, as it will be removed from the system and overwritten with the replacement Key Fob.

Key Fobs or Dog Park keys that cease to work through no fault of the user may be replaced by the Association at no cost.

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## **TENANT KEYS & FOBS**

In the event that an owner has obtained approval from the Association for the Lot to be rented or leased, and the tenant will require keys, owners must complete the *Tenant Information & Key Deposit* form and provide it to the General Manager.

Tenants who require a Dog Park key will be required to submit a deposit to the Association in the amount of \$100. This deposit will be cashed and refunded when the Dog Park key is returned to the Association at the termination of the lease. Tenants who require a Key Fob can simply pay for the cost of the Key Fob outright (currently \$10 per key) – no deposit required. However, these Key Fobs provided to the tenant will replace any existing Key Fob in the system, since owners are not permitted to utilize the Common Area facilities if renting out their unit. It is encouraged that owners hand over their existing keys to tenants, rather than asking the tenant to purchase replacement keys.

Following termination of the lease, tenants who were provided a Dog Park key must return it back to the Association in order to receive the \$100 refund. Tenants may complete the *Key Deposit Refund Request* form and submit to the General Manager, along with the keys. Fobs will be disabled by the General Manager following the termination of the lease.

## **WHAT IF I'M SELLING MY HOME?**

Owners who are selling their residence here in the Crossings should hand over all Association keys to the new owner who is purchasing the house. If, for whatever reason, you are unable to pass on your keys to the new owners, they should be returned to the Business Office during normal business hours or by dropping them through the mail slot in an envelope or bag (please note your address as well).

## **NEW OWNERS WHO DID NOT RECEIVE KEYS AT CLOSING**

If you recently purchased a house but did not receive any keys from the previous owner, the Association will provide you with two (2) Key Fobs and one (1) Dog Park key at no cost. Please reach out to the Business Office to schedule an appointment for obtaining these keys.