



### **Key Policy**

[Resolution 03-18-144](#); Adopted October 16, 2018

**WHEREAS**, the Key File Program is a voluntary program that allows resident and non-resident members to place manor keys on file with the Resident Service Department, which enables Mutual access for emergency repairs, access for welfare checks, Orange County emergency services, and entry for residents who have misplaced their keys; and

**WHEREAS**, the Mutual's legal counsel has advised that the Mutual and its managing agent have the legal right to enter a manor for health, safety, Board-approved programs, or other emergencies that may impact Mutual property and have no legal right, authority, duty, nor obligation to enter for or any other purpose.

**NOW THEREFORE BE IT RESOLVED**, October 16, 2018, that the Board of Directors adopts this policy authorizing the Key File Program that shall follow the provisions of the Key File Policy as attached to the official minutes of this meeting;

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.



## **Key File Program**

The Community Access Department maintains keys to manors within the Community for the convenience of Laguna Woods Village residents. The Key File Program is completely voluntary, is not a requirement, but is encouraged.

All keys maintained in this program are secured; the keys are kept in a secure location with 24-hour video surveillance. The keys can only be accessed by Security personnel. Members are encouraged to file keys for their Manor with Resident Services to ensure:

1. Should an emergency maintenance repair be required during a resident's absence, access can be made to the unit to affect repairs. The key usage is tracked and documented.
2. With proper credentials, a member can obtain the key(s) to their unit to gain access when they have been locked out of their residence, have misplaced, or otherwise cannot locate their keys.
3. If the unit is vacant, access can be made for preventive maintenance inspections and repairs.

To submit keys for your Manor into the Key File Program, please visit:

Laguna Woods Village Community Center

Resident Services

24351 El Toro Road

Laguna Woods, CA

# PROCEDURES FOR ACCESS TO MANOR KEYS

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## 1. RESIDENT LOCKOUTS

### **Normal Business Hours are Monday to Friday 8:00 AM – 4:30 PM**

1. During normal business hours, Security Dispatch will transfer resident requests to Resident Services (949-597-4443).
2. A Security Officer will proceed to the Community Center to pick up the requested key.
3. Security Officer will proceed to the west door of the Community Center, park in the 20 minute zone and proceed to Resident Services to retrieve the key.
4. Security Officer will then proceed promptly to the lock out location.
5. Security Officer will return the key to Resident Services in the Community Center.

### **After Business Hours:**

Security Dispatch will obtain the resident's name, address, and enter same into the database. If the caller is not a resident, Dispatch will refer the caller to the Watch Commander.

1. Request the Village ID number from resident; if unavailable, ask for alternate ID such as social security number or date of birth.
2. Inform the resident that the Security Officer will need to verify ID upon arrival. If ID is locked inside the manor, ID will be verified once the manor is unlocked.
3. **Under No Circumstances** is the Security Officer to leave the manor unattended until identification is secured.
4. Inform the resident there will be a charge for the service. The charges will be calculated after-the-fact; do not give the resident any amount.
5. Check the computer to see if a manor key is on file.
6. After business hours, Security Dispatch will notify a Supervisor to go to the Community Center and retrieve the key for the Security Officer.
7. The Supervisor that pulls the key will fill out the blue Work Order Invoice. Additionally, the Supervisor will put the manor key onto one of the key rings and give it to the Security Officer. The Manor key tag number will be left attached to the key(s).
8. The Security Officer will return the key to the Supervisor who will then return it to the Community Center.

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## **REQUEST PROCESSING**

### **A. Information Required**

Service Orders (blue tickets) will be required every time a key in the file is removed from the key cabinets. **NO EXCEPTIONS.**

1. Upon confirmation of a key on file, Security Dispatch will advise Resident Service of the Request for manor entry.
2. For resident requests, Security Dispatch will provide the manor number, hook number and requestor name.
3. For Staff requests, Security Dispatch will provide the manor number, hook number, requestor name and work center.

### **B. Issuance of Service Order**

Resident Services staff will enter the appropriate service order into the SOE system. The service order will be printed by Resident Services dispatch. Resident Services staff will retrieve the appropriate key(s) for pickup by Security staff.

### **C. Request Handling: Recording Actions Taken**

1. Resident Services Staff will record the time the key was removed on the service order and sign the order.
2. Upon arrival, Security staff will record the time of receipt of the key and sign the work order.
3. Resident Services staff will keep the yellow copy of the work order on file until the key is returned.
4. Security staff will proceed to the manor and obtain entry following established Security SOPs.
5. Security Staff will record the time of arrival at the manor and the time of departure (or completion of the request).
6. Security staff will request the resident's signature on the service order and leaves the white copy with the resident.
7. Security returns keys and completed for to Resident Services, noting time of return on the service order.
8. Resident Services will return the key to the file and forwards the service order to MIS data entry.

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## REQUEST PROCESSING: AFTER HOURS, WEEKENDS AND HOLIDAYS

### A. Information Required

Service Orders (blue tickets) will be required every time a key is removed from the key cabinets located in the Community Center Building. **NO EXCEPTIONS.**

1. Upon Confirmation of a key on file, Security Dispatch will advise the Watch Commander of the resident request for manor entry.
2. For resident requests, Security Dispatch will provide the manor number, hook number and requestor's name.
3. For staff requests, Security Dispatch will provide the manor number, hook number and requestor's name & work center.

### B. Issuance of a Service Order

1. Watch Commander will confirm the name of the requestor and manor number on preprinted service forms. Watch Commander will print out resident's information for record of hook number.
2. Watch Commander provides service order and print out to Supervisor.
3. Supervisor retrieves key from hook at the Community Center.

### C. Request Handling

1. Supervisor records the time the key was retrieved on the service order and signs the order.
2. Upon arrival, Security Officer will record time the key was picked up and sign the order.
3. Supervisor attaches the printout to the yellow copy of the service order and places it in the top drawer of file cabinet #6.
4. Security Staff proceeds to the manor and enters following established Security SOPs.
5. Security staff will record their time of arrival and departure (or completion of request).
6. Security Staff requests the resident's signature on the service order and leaves the white copy of the service order with the resident.
7. Security returns keys and completed form to the Supervisor,

# PROCEDURES FOR ACCESS TO MANOR KEYS

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8. Security Staff returns the key and completed blue service order to the top drawer of key cabinet #6 in the Community Center.
9. The next business day Resident Services will return the key to the file and forward the service order to MIS data entry.

## **D. Arrival at Manor Procedures**

1. Ask the resident for a Laguna Woods Village ID card and verify that it is current
2. If the identification card is locked inside the manor, it can be checked after entry is made.
3. Whenever a manor key is required, a blue Work Order invoice will be completed, whether or not the resident is charged.
4. Have the resident sign the blue Work Order invoice.
5. If the resident refuses to sign the invoice, write "refused to sign" in the signature box.
6. The invoice will be filled out when opening the manors for staff. The security Officer will write "no charge" in the charge box.

If Security is given keys after a forced entry is made into a manor due to the lack of key on file, once the broken lock has been replaced, the keys will be filed with Resident Services immediately, as follows:

7. Keys delivered to Resident Services without a corresponding key ticket; the personnel turning in the keys will request Community Access to enter a SC17 ticket, "Manor Keys Placed on File," submit the keys for filing, and sign the ticket that the keys have been delivered.
8. Resident Services will immediately provide a key hook number, provide a receipt to the Security personnel, and hang the keys accordingly.
9. Keys do not go to Maintenance Dispatch.
10. Security does not take payments of any kind.
11. Only Watch Commanders have the authority to waive a fee.
12. The resident will be charged the appropriate fee even if entry is not made. Cancellation must be received prior to Security arriving on scene.
13. This same procedure will be utilized when Security is asked to open a manor for maintenance.

# PROCEDURES FOR ACCESS TO MANOR KEYS

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## **OPEN AND STAND-BY**

Maintenance Department employees do not enter manors unattended. To ensure that emergency repairs are made in a timely manner, Security will respond to the manor upon request of the Maintenance Department. This program assists in eliminating accusations of nefarious actions by VMS employees.

In occupied manors in which the resident is present, the Security Officer is not needed and may depart. In occupied manors where the resident is NOT present, the Security Officer will enter the manor with the Maintenance personnel and stand-by until the work is completed, and then secure the manor. If the manor is vacant (no furniture or belongings present) there is no need for the security Officer to stand-by. When the work is completed, the Security Officer will return to lock the manor.

A Dispatch Log Entry (LE) is to be issued by Security Communications to document the activity. Security security Officer will leave a yellow Notice of Manor Entry on the inside of the front door.

## **OPEN AND CLOSE FOR FUMIGATION**

Unlocking manor doors for building fumigation is a regular routine that may be assigned to any day shift security Officer. Every security Officer must be familiar with the routine should they be assigned this duty. Following is the standard routine:

### **A. Monday: Begin 7:30 a.m.; Unlock**

1. Pick up manor keys for fumigation from Resident Services key in the Community Center
2. Unlock each manor on the schedule. If unlocked upon arrival, verify that the key works. Note of paperwork if any key doesn't work.
3. When route is completed, deliver all keys to the Watch Commander.

### **B. Wednesday: Begin 7:30 a.m.; Relock**

1. Pick up keys from Watch Commander.
2. Lock each manor on the schedule. Verify each key during the route. Make a note if the key does not lock the location. Lock only the lock for which the key works.
3. When completed, deliver the keys to the designated member of the Resident Service Staff at the Community Center.

Note: It is not necessary for the same security Officer to perform both Unlock and Relock functions.

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## Work Order Invoice Instructions

DATE <b>A</b>	MUTUAL <b>B</b>	MANOR - LOCATION <b>C</b>	PLAN	W.C. CODE <b>D</b>	CLERK	ORDER NUMBER		
OWNER		MANOR ADDRESS	CUSTOMER NUMBER		PHONE			
SERVICE REQUESTED BY <b>E</b>		TYPE OF CALL	WORK CENTER <b>F</b>	SCHEDULED DATE	DATE COMPLETED <b>G</b>			
ITEM OF WORK REQUESTED <b>H</b>		OLD SERIAL NUMBER		NEW SERIAL NUMBER				
COMMENTS <b>I</b>		OLD MODEL NUMBER		NEW MODEL NUMBER		COLOR		
ITEM OF WORK PERFORMED		OTHER WORK NEEDED						
		CHARGE/NO. REPEAT						
		TIME IN						
		TIME OUT						
SUB INVENTORY	STOCK NUMBER	QUANTITY	UNIT OF MEASURE	DESCRIPTION	EMPLOYEE NUMBER	HOURS	DATE	C
	Pulled from file:	<b>J</b>				*		
	P/U by Security:	<b>K</b>	X			*		
	Returned by Security:	<b>L</b>	X			*		
	Returned to File:		X			*		
						*		
						*		
						*		
						*		
						*		
						*		
						*		
If you have any questions regarding service please call: 597-4600				RESIDENT <b>X</b>	TOTALS:	QUANTITY	HOURS	
				EMPLOYEE	SUPERVISOR/FOREMAN	*		

Required fields that need to be filled in by Security:

- A. Date.
- B. Mutual.
- C. Manor or location service provided.
- D. W.C. Code is 4000.
- E. Who requested the service, example: resident, 913-A, OCSD, OCFA, VMS Inspector, VMS Plumber.
- F. Work Center is 400.
- G. Date Completed.
- H. Manor Key.
- I. Comments, example: toilet leak, water flow, emergency entry and welfare check.
- J. Date, time, and name if Staff personnel pulled the key from the file.
- K. Date, time, and name of Security Officer picking up the manor key.
- L. Date, time, and name of Security personnel returning key to Community Access.