

DOWNTOWN COMMONS TENANT KEY AND SALTO FOB POLICY AND PROCEDURE

The Key and Fob Policy is designed to promote a secure environment and to maintain a comprehensive system to efficiently manage the control, dissemination, use, and possession of keys/fobs throughout the Downtown Commons.

POLICY

1. Tenants will be issued one Fob for each adult registered on the lease.
2. No one under 12 years of age will be issued a Fob or Key for the building.
3. Additional Fobs may be requested. Tenant Living Office will review the request and, once all information is verified, will contact the tenant to arrange for pickup.
4. One mailbox key will be issued per suite. A replacement key can be requested for a fee.
5. Contact information and identification is required and will be recorded before a fob will be issued.
6. All keys and fobs must be returned to Downtown Commons Facilities Operations at time of the final exiting walk thru. All fobs/ keys or cards not returned at end of tenancy will be charged against the damage deposit for replacement costs.
7. Periodic audits of issued keys/fobs may be requested to ensure policy compliance.

PROCEDURE

Lost or Stolen Keys/Fobs

1. Lost or stolen keys/fobs must be reported immediately to Downtown Commons Facilities Operations 204-293-8571 to be cancelled.
2. Replacement keys/fobs are available and will be issued by the office once the request form is completed and payment has been received at the office. Fobs will not be issued prior to receiving payment.

Charges

There will be a charge for any lost keys/fobs which will be paid to the Tenant Living office. Replacement key/fob or card charges due to loss will be refunded if found and turned in to the Tenant Living within 30 days of loss.

Applicable Fees

- Mail box key
- Fob
- Balcony (if applicable)
- Laundry Card
- Bike Cage

Keys/Fobs and Building Security

1. The individual(s) who are assigned a key or fob is personally responsible for the usage of the same until returned to the Downtown Commons office.
2. Keys/fobs holders will not prop or otherwise hold doors open, leave them unlocked or unattended.
3. Contact Downtown Commons Facilities Operations 204-293-8571 if for some reason you cannot lock a door with your fob. If your fob is not working to open a door please try going to a charging station to reset the fob. If this does not work contact the office during regular business hours to have your fob reprogrammed. After hours contact Campus Security 204-786-9272.

Unlock Requests

In the event that a tenant is locked out of the building and/or suite and requires access, the following procedures should be followed:

During office hours Monday to Friday: 9:30am to 4:30pm: contact the Facilities Operations at 204-293-8571 to be let into your suite.

After hours: contact Campus Security 204-786-9272 for assistance.

NOTE: The Downtown Commons office or Campus Security will only permit access to individuals who are named on the lease which will be verified using the tenant registry list and further verified with proof of photo ID. Individuals who are not on this list will not be admitted.

Summary

The goal of these procedures is to encourage all tenants of the Downtown Common to take responsibility for ensuring building safety and security by complying with the key and fob control measures outlined herein. Keys/fobs are the property of the Downtown Commons and may be recovered at any time. Unauthorized fabrication, duplication, possession, or use of keys/fobs owned by Downtown Commons would be in violation of this policy and could lead to legal action.