

LOCKOUTS

Members locked out of their townhouse during normal office hours may contact the Cooperative office for assistance. If this becomes a continuous problem, for the same family, the Cooperative may begin charging for this service. Children will not be let into the townhouse without the consent of the Member.

After normal office hours, Members locked out should call the Emergency Maintenance Service phone number at 517-202-7820 (see Emergency Maintenance Service for further information). There will be a charge for lock outs after normal office hours. Refer to the Fee Schedule in this Member Handbook for current On-Call fee amount. Members are to be notified of any change in charge amount.

To obtain lock-out assistance, the person must be listed on the Cooperative's "Lockout Form" as a member of the Member's household and have a picture ID. Persons not fulfilling both of these requirements will not be allowed access to the townhouse. **It is the Member's responsibility to come to the Cooperative office and add new household members to the Cooperative's documents or delete persons no longer members of the household.**

LOCKOUT FORM

The purpose of the Lockout Form is to ensure that the Colonial and Emergency staff gives only people, authorized by the primary Member, access to your townhouse. **Please be advised that we will not let anyone into your townhouse that is not on this form, regardless of the situation,**

You will be asked at your closing to list all people that are authorized to have access to your townhouse. This should include your children. It is your responsibility to inform the Cooperative office when you need the list updated. Employees refer to this form only prior to letting anyone into your townhouse.