

## **Policy Regarding Tenants Who Have Locked Themselves Out Or Lost The Keys Provided**

Carnelian Property Management cannot guarantee that a key will be available from our office for replacement, should you lose your keys or lock yourself out of the premises.

If tenant/s lock themselves out during business hours, they should first contact our office on 02 4062 7458. If this line is unanswered, contact 0400 635 163. We will determine whether a key will be available to collect from our office.

If we advise it is possible to collect a key from our office, the key must be returned to our office by the end of the next business day. Failure to do so will result in a replacement key fee being charged.

If the tenant wishes for a staff member to attend the property to grant access between the hours of 8.30am – 4.00pm Monday to Saturday this may be arranged at a cost of \$75.00, payable on invoice to the tenant.

If tenant/s lock themselves out of the property between the hours of 4.00pm – 8.30am Monday to Saturday and at any point on Sunday, subject to staff availability, staff attendance may be arranged at a cost of \$150.00. This fee is payable on invoice to the tenant.

Carnelian Property Management cannot guarantee that a representative from our office will be available to attend all lockout situations. In the event that a staff member or replacement key is unavailable at the time, please contact an after hours locksmith such as MCL Locksmiths to arrange access and inform us immediately of any action taken.

Office: 02 4062 7458  
Mobile: 0400 635 163  
MCL Locksmiths: 02 4023 1733