

**NON-OWNER UNIT ACCESS  
Procedure 521.30**

10/12/2025  
Effective

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**POLICY**

It is Tides policy to: a) issue a key and b) to enter an owner's unit ***only after permission/authorization is provided by the owner***. However, the Tides By-Laws Article XI gives the Tides management the right to "access an owner's unit for the purpose of making inspections, correcting any condition originating in his unit which is threatening another unit or common element or performing necessary installations alterations or repairs" etc. It requires advance notice and that "entry time is reasonably convenient to the owner" if possible. "In case of emergency, such right of entry shall be immediate."

Therefore, exceptions to this general policy are as follows:

1. A true emergency with potential damage to life, limb or property
2. An unannounced government/municipal or other similar inspection
3. After repeated attempts to contact have failed and where a Tides Agent (typically maintenance) need access to repair or inspect the unit

For this procedure, a "Tides Agent" is defined as a person with some authority at the Tides, namely Office or Maintenance staff or Board member. "TCA Keys" is defined as keys that are in the Tides possession not the owner's (specifically duplicate unit keys, and other keys or equivalents such as key card or combinations)

Authorization is provided by the owner via letter, email, phone call or in person to a Tides Agent (most typically the office staff). Authorization can be for a single occurrence or for multiple entries, immediate or future date and applies to any individual (friend, relative, Tides Agent, contractor) or company the owner specifies. An owner's representative can be designated in writing and provided to the office by the owner and must include a duration period (until further notice is acceptable) if/when the owner is unavailable.

Unless the owner or their representative is present or they dictate that an individual is allowed access by themselves (such as for an owner contracted repair person), the Tides Agent will determine to the best of their ability if the individual must be accompanied by themselves or another Tides Agent.

The Tides will provide verbal or written notice to owners/occupant of required unit access with as much advance notice as reasonably possible.

**PURPOSE OF THIS PROCEDURE**

The Tides recognizes an owner's right to privacy as well as possible damage or theft that could occur with unauthorized entry to their unit. Thus, certain safeguards have been created regarding access to TCA Key Management (procedure 521.20) and verification of the authorized individuals that which will enter the unit as detailed herein. Access by renters and cleaners is covered in the procedure section below.

**SCOPE OF THIS PROCEDURE**

This procedure applies to the Tides office and maintenance staff and board members as well as the four categories of individuals that may need non-emergency access to an owner's unit.

**RESPONSIBILITIES AND AUTHORITIES**

The Board of Trustees maintains the responsibility and authority to make necessary changes to this procedure. This authority may not be delegated. The Office Manager has the responsibility and authority to execute the procedures listed herein. In the event of a true emergency (potential damage to property, life, limb and including wellness checks, etc.), the Office manager or the Board can short cut these procedures.

It is incumbent on the owner (or their representative already preregistered with the office) to provide authorization in a timely manner to the office whether in advance (i.e. scheduled work) or in response to a call from the Tides.

## PROCEDURES

**The first step in any situation is for a Tides Agent to determine if a true emergency exists.** If it is, the Tides Agent has to determine if they can handle by themselves or if others have to be involved. Then the Tides Agent must decide if an individual should be escorted to and accompanied by themselves or another Tides Agent or owner. The default position is to escort.

In general, there are four categories of people that may need non-emergency access to a unit. The procedures below detail the process for each category and circumstances.

### 1. *Owner/Friend/Relative*

- An owner can "sign out" a key for their unit if necessary. The Tides Agent must verify ID and sign out the key as per the procedure in 521.20. **Note the owner must return this key** especially if the quantity of unassigned keys is at minimum or below (refer to Procedure 521.20 TCA Key Minimum List). The Office can provide the contact information for the purchase of a replacement from our locksmith if the original assigned key has been lost. If one key can be spared, the owner will pay the Tides the current cost of replacement from our locksmith and keeps the key.
- When an owner is not or will not be present, the owner has to provide authorization in advance along with the expected duration of stay (preferably in writing) to the Tides Office staff. The staff will then follow procedure 521.20 in which the guest must provide ID.
- The key must be returned personally to the Office staff or placed in the mail slot.

### 2. *Inspector/Contractor*

- An owner should provide the following to the Office in advance and as soon as is reasonable: schedule of the work to be completed; description of the work; if an owner or representative will accompany the individual or if Tides staff must escort them; and if the Office is authorized to provide a key to the building or unit. Note it is assumed the owner gives implicit permission/authorization for unaccompanied access to a unit unless otherwise specified.
- The Office will verify the person/companies ID. If owner authorized, follows Procedure 521.20 to provide a key.
- Many inspectors (including Tides maintenance staff) need limited/short duration access and do not need to use a TCA key. They will be escorted by a Tides Agent who will open the door and stay with the inspector unless directed differently by the owner.
- Any key that is provided must be returned personally to the Office staff or placed in the mail slot.

### 3. *Rental Cleaning Company*

- Rental owner gives implicit permission/authorization for unaccompanied access to a unit when they contract with a cleaning company and for the Tides Rental Committee inspections if offered.
- The Tides Office will create and verify a list of units using each cleaning company. The Office will also generate a list of units which are rented and to be occupied each week.
- The staff will place TCA unit keys into a separate and secure area for each cleaning company after verification and hands them out along with a cleaning checklist each week.
- The Office "confirms" the unit was cleaned by having a completed checklist handed in by the cleaning company and will verify all keys were returned against the outgoing list.
- All keys are then returned to the Office and placed in a secure location.
- A physical audit shall be performed periodically (minimum prior to and after the rental season or when a key is reported lost).

### 4. *Renter*

- Based on the information in Lodgix, the Office will create a package for each renter for a given week
- The Office will verify ID prior to providing the unit key and key card to the building
- At the end of the rental, the renter returns the keys personally to the Office staff or via the mail slot. The Office will physically by count verify the key(s) were returned
- The keys will then be packaged for the next renter or returned to secure storage.
- A physical audit shall be performed periodically (minimum prior to and after the rental season or when a key is reported lost).

### **OWNERS RIGHTS UNDER THIS POLICY**

The affected unit owner has the right:

- to receive a copy of this policy
- to the utmost care and due diligence with regards to key security at the Tides
- to be promptly notified that access is required
- to determine who and when has access to the unit except in an emergency
- to have the office/maintenance staff provide keys only to preauthorized companies/individuals unless it is an emergency

### **RELATED POLICIES**

513.10 Responsive Unit Maintenance

521.20 TCA Key Management

### **RELATED DOCUMENT**

Tides Condominium Association By-Laws Article XI