

10/12/2025  
Effective

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Association President

### **PURPOSE OF THIS PROCEDURE**

To ensure the security of residents and their property this procedure defines rules and steps for the Tides in managing all keys that could be used to open a unit or building and are in the Tides' possession (specifically duplicate unit keys, lobby entrance, restricted access areas, master keys or equivalents such as key card or combinations). For simplicity, these keys will henceforth be called *TCA keys*. The best practice is for owners to provide their key to individuals requiring unit access (i.e. guests, contractors, etc.). However, in cases where that is not possible, this procedure establishes minimum requirements for the Office & Staff to follow when providing access, keys or key equivalents to anyone. It also establishes a TCA Key Location as well as periodic key audits. Lastly, it establishes a list of the minimum number of keys to kept by category such as master, unit, maintenance rooms, roof and pool entry, etc. These lists are Date Controlled documents and do not have revisions numbers.

Note the actual number of keys on hand may be greater than minimum depending if it is a rental unit or other circumstances. *Also note that the Office and the key box must be occupied/monitored or locked at all times.*

This procedure lists the steps to be taken in providing, on a temporary basis, TCA managed keys or equivalent to some staff, board members, Tides association members, contractors or other *authorized* persons who need access to units, common areas, or locked "Authorized Personnel Only" areas. This procedure is used in conjunction with the 521.10 Roof Entry Access Procedure, and Procedure 521.30 Non-Owner Unit Access as required.

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.

### **SCOPE OF THIS POLICY**

This policy applies to *all* individuals or companies that need to borrow key(s) or equivalent. It also applies to Tides Agents who will sign borrowers in and out and perform the key audit.

### **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 or Assistant Office Manager has the responsibility and authority to execute the procedures listed herein. In the event of an emergency (potential damage to property, life, limb and including wellness checks, etc.), the Office manager or the Board can short cut these procedures.

Other circumstances will be considered by The Board of Trustees as they arise.

### **PROCEDURES**

1. The Office Manager will maintain a "Key Log" which shall provide, at a minimum, space to indicate the following information. An example form is attached:
  - Date & Time
  - Unit or key number
  - Tides Agent providing the key
  - Name of individual and company who received the key
  - Phone number of the individual if not a Tides Agent
  - Reason for access
  - Expected loan duration (suggested but optional)
  - Date & time returned
  - Tides Agent receiving the returned key
2. The Office Manager or Assistant Office Manager will maintain TCA Key Location list for keys stored in various key boxes or other spots as well as the number of keys for each location/room.

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3. **The Office Manager/Assistant Manager will also audit the keys on the Key Log every day when they are in the Office as well as periodically physically auditing all TCA keys vs the key location list and key log** (minimum prior to and after the rental season or when a key is reported lost).
4. All contractors or individuals seeking access must communicate with a Tides Agent to get clearance to access rooms at the Tides (typically Office staff). ***See other procedures for details accessing specific location under specific circumstances, such as 521.10 Roof Entry Access or 521.30 Non-Owner Unit Access.*** Specifically, an owner may require the Tides Agent verify the individual's ID before accessing a unit (i.e. to confirm the person is indeed a family member). The Tides Agent will also make their best determination if the individual can be left alone or must be accompanied at all times based on the owner's instructions or the instructions in other procedures.
5. A Tides Agent will determine if the individual needs a key or equivalent or if they can be simply escorted to the area whereupon the Tides Agent opens the door. The default is escorting the individual.
6. After 4 & 5 have been determined, the individual requiring a key or equivalent will provide the information so that the "Key Log" can be fully completed by the Tides Agent who then writes their name or initials. Note that Tides Office & Maintenance staff as well as Board members, pool monitors, etc.) have to sign the log for themselves if they need to borrow a required key. Note the key log must be used even if a combination is provided to the roof key box for roof entry.
7. The key or equivalent is only provided after completion of all the columns of initial information in the key log.
8. When the key is returned either personally or via the Office mail slot, the Tides Agent records the date and time and writes their name/initials. This transaction is considered complete and the row on the form is marked in some form (highlighter is suggested) during the daily check (see 9 below).
9. At the end of the day or the start of a new work day, the office or maintenance staff will check to see if all keys were returned when expected (for example duration was listed as a one day and returned that day). If the key is not returned, the office staff will contact the borrower or continue to try to recover the key.
10. If the key is not returned after the office has contacted or tried to contact the individual several times:
  - The board is advised
  - That individual/company loses the privilege of borrowing keys until the Board or Office manager has made a determination the issue has been resolved and the Tides is secure
  - If for a unit, the owner is to be contacted immediately
  - A physical audit of keys shall be taken
  - The Board, office staff or unit owner will determine if the lock must be rekeyed/changed

## OWNERS RIGHTS UNDER THIS POLICY

The owner is entitled:

- to receive a copy of this policy
- to the utmost care and due diligence with regards to key security at the Tides
- to expect that borrowed key are handled securely and impartially
- for the office/maintenance staff provide keys only to preauthorized companies/individuals unless it is an emergency
- to be notified ASAP if the key to their unit is not returned

## RELATED PROCEDURES

512.10 Roof Entry Access

521.30 Non-Owner Unit Access

## RELATED DOCUMENTS

Tides Condominium By-Laws Article X and XI

521.21DC Minimum TCA Keys

521.22DC TCA Key Location List

Instructions for Creating New Key Cards

EXAMPLE

YEAR: \_\_\_\_\_

**TIDES KEY, KEY CARD OR COMBINATION LOG** {strike through row when key returned}

DATE/TIME KEY GIVEN:	UNIT OR KEY #:	KEY GIVEN BY: (TIDES AGENT)	KEY GIVEN TO: (NAME/COMPANY)	PHONE #:	REASON:	EXPECTED DURATION:	DATE/TIME RETURNED:	RECEIVED TIDES AGENT