

Alex Mac Properties maintains keys to all units which are available for lockout under the following conditions:

- **Alex Mac Properties does not provide 24 hour lockout services.**
- If you become locked out of your unit and require assistance feel free to call the maintenance line and leave a message. Our maintenance department will be paged and you will be called back at our earliest convenience.
- If a representative is available we will offer to respond to open your unit for a \$65.00 fee.
- If a representative is available and at our convenience we will offer to leave a key at our office lock box for you to retrieve. There will be a \$20.00 fee for the first key and \$5.00 for each additional key.
- You can request a key be mailed to your unit at any time for the cost of \$10 handling and \$5 per key. These will be sent out at regular postal rates. Any other delivery form will be additional cost to you.
- If you request delivery on the next regularly scheduled maintenance day the fee will be \$50.00 for delivery and \$5.00 per key.
- At any time you may call a lock smith at your expense to provide lockout services. If you do so and the locks are changed and or re-keyed you must provide Alex Mac Properties with a copy of the key at your expense within 5 business days.
- Any locks which are changed for any reason must be of the same type and style of locks currently installed. Any variance must be approved by Alex Mac Properties.

Maintenance Policy

Maintenance Line 503-665-4048

- Alex Mac Properties will provide repairs and maintenance to your unit. Tenants are not allowed to make repairs and or hire repairs through anyone other than Alex Mac Properties except under emergency conditions.
- It is the responsibility of each tenant to report maintenance and repair issues to Alex Mac Properties in writing as soon as they become aware of the issue. If you do not report a repair issue and that repair issue in turn causes damage to the premise you may be held responsible for the cost of those damages. If you are not sure; report it. It is better to be safe than sorry.
- Repairs and maintenance which are due to abuse and or tenant damage will be billed to the tenant at the current rate. Most other repairs and maintenance will be charged to the owner.
- If you phone in a repair to the maintenance line and leave a message, a representative will be paged and you will receive a call back at our earliest convenience.
- Non emergency issues will be dealt with as time allows, usually within 1-2 weeks. Please do not expect an immediate return call. You may be called to clarify the issue but in most cases will not be called until it is time to schedule your repair.
- **Emergency conditions will be responded to as soon as possible and in most cases within 24 hours. However, if serious damage or injury is imminent and you do not receive a return call in a reasonable amount of time, it is your responsibility to employ the appropriate services necessary to prevent injuries and mitigate damages.**

Tenant _____ Date _____

Tenant _____ Date _____

Owner/Agent _____ Date _____