

The following is required to exchange your current key:

1. Adult property owner or tenant.

2. Old key presented for exchange.

- **Lost key:** If a key is not available to be exchanged because it has been misplaced, a \$75 lost key fee will be charged for a new key which is Non-refundable.

3. Check the key number with the number on the key issue list to ensure it matches. Record name and number if it does not match. Give key back and do not exchange.

4. Identification presented:

Property owner: photo ID presented and matched with HOA listing.

Tenant: Not first time issue - photo ID and lease agreement presented and matched HOA listing.

- **Tenants of an HOA rental property must present the current lease, to include their name and the address of the HOA property.**

- **Tenant first time key issues must be approved through the property owner, not a property manager.**