

## Keys, Fobs, Locks and Laundry Cards

Civida shall provide keys, security fobs, and laundry cards to all tenants free of charge upon move in so they can freely access the building, laundry facilities, and their unit.

### Lost items

Tenants must report lost keys, fobs or laundry cards to the Civida Maintenance Department or the Tenancy Management team. If after hours, call the after hours emergency line at 780-420-6161.

If a tenant loses their key, security fob, or laundry card, they shall be charged to replace it and for any costs related to changing the locks if necessary.

- Key - \$25.00
- Laundry card - \$10.00
- Security Fob - \$50.00

Tenants may pay this cost in person or add it to their account, except for a lost security fob.

Lost security fobs must be paid for at the Civida office before receiving a replacement.

### Laundry

If a tenant has lost their laundry card or requires an additional card, they will be required to come to the Civida office and purchase one from the cashier. A \$10.00

charge will apply at the time of receiving the card. Our laundry facilities are managed by Coinamatic. Tenants can search for reload locations for their laundry cards on Coinamatic's website. Reload locations may also be found in the buildings.

Civida cannot provide refunds for any money loaded on a lost laundry card. Tenants who lose laundry cards should contact Coinamatic at 1-800-561-1972.

### Lock replacement

Tenants may request to change the locks on their home by contacting the Civida Maintenance Department or the Tenancy Management Team during business hours. If after hours, call the after hours emergency line at 780-420-6161. There is an extra charge for a lock replacement after hours. Tenants shall be charged the cost of a lock replacement unless determined otherwise by the Director, Property Management.