

22 Station Owner Association Key Policy

Adopted August 18, 2021

Annually, prior to the start of the fiscal year, 22 Station Owners Association with its property manager will provide at least ten (10) keys to each Unit Owner that function with the existing Common Area and the individual unit key system. Each key will enable access to the authorized individual unit and to the Common Area, unless restricted as allowed by the CC&R's. The management of keys and key functionality including, but not limited to, updating of the key functionality, potential distribution of additional keys and potential termination and replacement of obsolete or defective keys will be provided in a Key Procedure document which the Association will distribute to Unit Owners prior to providing the at least 10 (ten) keys annually. The current Key Procedure document is attached. The Key Procedure document will be revised or amended as necessary to meet the best interests of the Association as determined by the Board.

ATTACHMENT

Key Procedures

The 22 Station Owner Association is contracted with Palisades Tahoe Hospitality (PTH) for Property Management. The agreement that governs the 22 Station and PTH relationship is called a Property Management Agreement (PMA). The procedures below are in accordance with the 22 Station and PTH PMA.

For questions on these procedures, feel free to contact your Board, Stacia Lange-Owner Experience Manager or Christy Beck-General Manager of PTH.

Annual Initial Provision of New Keys in May for June 2022 - May 2024 (2 years)	
Number of Keys Per Unit with no fee	Twenty (20)
Fee per additional key provided	\$5.00
Delivery Fee: USPS, UPS, or FedEx	\$40.00
Keys will be provided to:	Owners and those on unrestricted access list.
Re-programming Keys	
Re-programming keys provided between June 2022 - May 2024	Done at no fee
Updating and Re-programming keys provided prior to May 2022	No keys provided prior to May 2022, will be re-programmed.

1. Starting in May 2022, PTH will make 20 keys for each owner that is not on the PTH Rental Program. You may pick up keys at the Front Desk once PTH announces that the keys are ready. These keys will be programmed to access to your unit from May 20, 2022-May 31, 2024. If at any time the key stops working, we will re-program this key for you at no charge at the Village Front Desk. If you feel you need more than 20 keys, you may purchase them for \$5 per key and this will be charged to your owner statement. If you are unable to pick up your keys at the front desk, they can be mailed to you, priority mail with tracking, for a fee of \$40 charged to your owner statement
2. Your old blue owner keys will no longer work after May 31st, 2022. These keys will not be re- made at the Front Desk. Please discard your old blue owner keys.

3. If you do wish for PTH to check your guests in, our Front Desk Services are available for a fee of
 - a. \$22 per night (a temporary key will be made for every night the guest is here and that will be charged at \$22 per night). If you are interested in this option, please refer to the Hospitality Services Offered doc for details.
 - b. If an owner chooses to use our Front Desk services and have their guests check-in at our Front Desk, owners will need to come to the desk because temporary keys, once used, will wipe out the programming of the long term owner key making them no longer work.

4. If you have certain family members or friends that you trust to have unlimited access to your unit at all times now and into the future, we recommend that you give us those names and we will log them on your owner tile unrestricted access list in our Property Management System. These guests may come to the desk at any time, and with ID, can get access to your unit if a circumstance arises where they find themselves here, without a key. This way, we won't have to get in touch with you via phone to provide them access to your unit. There will be a \$5 charge to your owner statement for the new key made for anyone on your unrestricted access list.

5. For an owner that rents his/her unit out on their own or through a different third party other than PTH, it will be the responsibility of the owner to provide keys and parking permits to their guest (unless they have chosen to use PTH's services). Please know that if your guest's key stops working, they can come by the front desk to have their key re-programmed at no charge.

6. All owner keys have a number on the back of their key card. This key card number will be logged on a protected spreadsheet under your unit number. When a guest or owner comes to the desk with an owner key that does not work, we will look up and verify this key on our spreadsheet, and reprogram it. The room number will never be mentioned. The key will be reprogrammed through May 31, 2024. We suggest against letting housekeepers or third-party rental companies label the key with your room number. Should the key get lost, anyone who found it would be able to access the unit.

7. If a key is lost while the guest of an owner is on-site, the guest will have to contact either the rental company they have rented from or the owner of the unit, and for a fee of \$5, we will make a new key for the unit to give to your guest. We will need to verify this guest with either the owner or the rental company and will not give out keys to your unit without this verification.
Owner/property managers need to be sure to be available for their rental guests. 24 hours per day. 7 days a week.

8. If at any time a guest does not return one of your owner keys to you, and you are worried they may try to access your unit on a future date, please call the Front Desk and ask to speak to a Manager, so we can disable your keys and make you new keys. You will be charged \$5 per key. We will then log your keys on the spreadsheet and remove the old keys from the spreadsheet to be sure that we do not reprogram these keys. While this may seem excessive, it is the only way to ensure that your unit will not be accessed in the future by your guest that lost your owner key. We recommend you take a deposit of at least \$100 for the key, and once they return your key or keys, you refund the guest. This would cover your cost to make new keys.