



November 13, 2017

To : All White Pine Lodge Owners

Re: Owner Key protocol and procedures for White Pine Owners and HOA

Prior to December 1st of each year, Schweitzer Property Management (SPM) will create and make available 4 "Owner" keys for each unit. These keys expire 1 year from the creation date. These keys must be signed for by the owner upon receiving them.

As part of the front desk services provided by SPM, we will replace damaged or demagnetized cards for no charge. For owners wanting more than 4 keys or for misplaced, stolen, or forgotten keys replacements can be made for a charge of \$5.00 per key. To issue any of these keys, owners must provide identification. SPM maintains a contact list of all owners for use in verifying ownership of the unit.

SPM can also issue "guest" keys (keys for use only once or during a specified date range). These keys can be made for owners who left their owner keys in the room or at home. These keys can also be made in absence of an owner who would like to offer access to family, friends, maintenance, or other vendors. To provide keys in their absence, owners should call in to the desk in advance from the phone number provided on the contact list with information on who and how long someone is allowed access to their unit. The front desk will then issue a guest (not owner) key for the requested number of days and the key will be available for pick up at the desk. For guests and vendors arriving unannounced, the front desk will attempt to call the owner at the number provided at the number provided on the contact list for authorization. If the owner cannot be reached the key will not be issued.

SPM will provide special access keys for vendors needing to access White Pine mechanical closets and other spaces after prior approval by either the HOA manager, property manager, or the White Pine board. The HOA manager will also provide the front desk a list of pre-approved vendors that may check out keys each time without the prior approval.

Owners whose units are listed for sale should place owner keys in a lock box upon the units' door. Realtors may obtain entrance into the building through identifying themselves on the lobby house phone.

There will be packets for each owner at key pickup. The packet includes documents concerning parking protocol and rules, the use of a boot for parking violations and the imposition of fines for repeat offenders to the parking policy. We have also included a memo regarding the disposal of grease in your unit ("Cease the Grease"). Finally, we have added a reminder that our website is a source for information at www.whitepinelodge.us.