

Attention Students Living in College Housing: NEW LOCK OUT POLICY

If you are locked out of your room or if your keys have been lost or stolen, you need to be aware of the following policies and procedures:

If you are locked out during business hours (Monday-Friday, 8a.m. – 5p.m.) you will go to the Office of Residential Education & Housing located in Smith Hall, suite 215.

If you are locked out before or after business hours (listed above) or weekends, you will contact the on-duty Resident Advisor (RA) for your residence hall; the RA on-duty information can be found on your RA door.

- RAs/housing staff will verify your assignment before granting you access to your room. You can only be granted access to the room you are assigned to. Students will not be granted access to any other student's housing assignment.
- If you are locked out of your room, please ensure that you inform the RA/housing staff of your exact location so they know where to meet you.
- After you are granted access to your room, you will be required to display your permanent room key and your LC ID to RAs/housing staff.
- If RAs/housing staff learn that your keys are lost, a new key will be ordered and the cost of \$25 will be charged to your student account. If you lose your room key two or more times, you may also be required to pay the cost of parts and labor to replace your room door lock and all of the subsequent locks and keys that may be impacted by your lost keys. Based on the type of key lost, you may also be required to pay the cost of parts and labor to replace your room door lock and all of the subsequent locks and keys that may be impacted by your lost keys
- You will be asked to produce your LC ID or an alternate form of identification to verify your identity. If your LC ID card is lost, RAs/housing staff cannot provide you with a temporary swipe card to enable you to access your building, you will be required to replace your ID card. Replacement LC ID cards can be obtained through Securitas located on the 2nd floor of Turner Hall. Replacement cards cost \$20.00. Securitas can be reached at 706-412-0503.
- The first two lock outs will be provided to the resident free of charge, however, after the second lock out you will incur a charge for lock out assistance—refer to charge list below.
- If any student is continuously locked out of their room, he or she will be contacted and asked to schedule a non-disciplinary meeting with their Area Manager.
- If your keys have been lost or stolen, please check with the RAs in your residence hall and Securitas to see if your keys have been turned in to lost and found.
- The cost of a new key and new LC ID is always the responsibility of the resident.
- The Office of Residential Education & Housing will track the lock outs with the RAs to keep accurate records for the number of lock outs, missing keys, etc.

First and Second Lock Out	No Charge
Third Lock Out	\$10.00
Fourth Lock Out	\$15.00
Fifth Lock Out (and any subsequent lock outs)	\$20.00

Visit the [housing website](http://www.lagrange.edu): www.lagrange.edu > scroll over “Campus Life” > click on “College Housing” for more information.