

Cedars Lockout Protocol

During Business Hours

During business hours, Cedars staff are available to assist with all lockouts. Please contact the Office for help; note that this service may incur a fee.

After Hours

Maintenance only responds to after-hours lockouts involving an immediate threat to life, safety, or property, such as:

- A child or vulnerable person locked inside alone.
- An active stove, oven, or high-heat appliance.
- A water leak or burst pipe inside the unit.
- An occupant requiring immediate medical aid.

For these situations, call the after-hours maintenance number via the Office answering service.

All other lockouts (lost or forgotten keys) are non-emergencies. Residents are responsible for securing access through a professional locksmith at their own expense.

Local vendors:

- **H&H Locksmith:** 603-659-8124
- **A&B Lock & Security:** 603-527-0192
- **603 Locks and Keys:** 603-210-4414

**Provided for convenience only, the Association does not endorse or guarantee third-party services. Residents are responsible for all contracted services and fees.*

Requirements & Prevention

- **ID Required:** Photo ID, lease, or utility bill is required to verify residency before entry.
- **Prevention:** Use deadbolts only and keep a spare key with a trusted friend/neighbor.
- **Updates:** Keep your contact info and authorized occupants list current with the Office.