



Locked Out?

Locking yourself out is never fun — sorry you're dealing with it. Here's what to do to get back in as quickly as possible.

We Don't Provide Lockout Service

Management does not dispatch staff for lockouts. If you're locked out, please contact a **licensed, professional locksmith** directly to regain entry.

If Your Lock or Key Needs to Be Replaced

If the locksmith needs to replace the lock or cut new keys to get you back in:

- You must provide management with a **copy of the new key within 24-48 hours** of the lock being changed or re-keyed.
- Any replacement lock must **match the type, quality, and function** of the original lock. If a non-matching lock is installed, management may charge you for the cost of installing a comparable lock consistent with the unit's original hardware and applicable building code.

Reimbursement for Resident Benefit Package Members

If you're enrolled in our **Resident Benefit Package**, you're eligible for reimbursement of **up to \$50 per year** toward a lockout-related locksmith bill.

To request reimbursement:

1. Submit a copy of your paid locksmith invoice/receipt to management.
2. Reimbursement is limited to **one claim per lease year**.

Quick Summary

Situation	What to Do
Locked out	Call a licensed locksmith — this is not a service we provide
Lock/key replaced	Give management a copy of the new key within 24-48 hours
Replacement lock doesn't match original	You may be charged for a comparable replacement lock
Have Resident Benefit Package	Submit your bill for up to \$50 reimbursement, once per year

Contact Hawk Management

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