

ocasa

TENANT LOCK OUT / LOST KEYS

INFORMATION REQUIRED

How many Keys are you missing (Incl. Fobs, Car Park Remotes etc)

Door Lock Main Flat	
Door Lock Main Building	
Door Lock Bedroom	
Door Lock Shower	
Fobs	
Car Park Remotes	
Any additional Access points?	

CHARGEABLE CALL - RECHARGE NOTICE

Callout Charge is **£80.00 + VAT**. Any specialised fobs such as car park fobs are an additional **£50.00** per replacement fob.

- Ocasa will then instruct Locksmith to attend urgently and provide keys.
- We will ONLY allocate keys to the Named Tenant with Proof of ID.
- Even if keys are located and the contractor has attended - you will still be charged.
- Job raised is to be issued as a P1 regardless of in hours or OOH.