

Memorandum

To: All Unit Owners
From: Hawthorne Place Management Office
Re: Paper Key Releases – Electronic Releases
Dt: March 12, 2019

We wish to thank everyone for their cooperation during the implementation of *BuildingLink* and *KeyLink*. We hope that everyone will take advantage of the new system, logging into their Resident/Unit Owner Portal to keep informed of Announcements and Upcoming Events as well as access to the Building Library, Amenity Reservations and Front Desk Instructions. If you need another copy of your login username and password, please contact the Management office.

Paper Key Releases

Effective April 15, 2019, paper key releases will no longer be accepted. All key releases for access into the units must be completed via the Hawthorne Place *BuildingLink* website. All unit owners electing to store a key at the concierge desk should have submitted the “**Unit Owner Key Agreement and Release Authorization**” form. This form will allow for the Unit Owner and/or the properly registered tenant to submit electronic key releases for access to the unit key. Without this form on file in the Management office, key releases will not be accepted.

To submit an on-line Key Release:

- Logon to www.hawthorneplacecondominium.com with your username and password
- Go to My Front Desk Instructions
- Add New Instruction
- Instruction Type (Drop Down to Key Release)
- Enter the full name(s) of the person(s) who the key can be released to.

For example – enter as follows:

Release Unit Key to **Mary Smith**
 Doug Jones
 ABC Appliance Company

- Designate the Expiration Date for the Key Release
- Check the Liability Waiver
- Click Save this Instruction

You may edit or delete the on-line key release at any time. Please note that it is the Unit Owner/Residents responsibility to update and maintain all on-line key releases. All on-line Key Release submissions will be reviewed by the Management office to ensure a) that a Unit Owner Key Agreement and Release Authorization Form has been received and b) that the release is complete (First and Last name or Business Name). The Unit Owner will be notified of any problems with the acceptance of the entered Key Release.

Once you have submitted your on-line Key Release, please remove all old paper releases from the Concierge desk. This will ensure that only the current authorized Visitors and Guest can access the unit key.

Many Unit Owners have provided unit keys directly to friends and family members. Please include the names of these people in your front desk instructions so they may be allowed into the building.

Please advise your visitors that they must show a photo ID when requesting the unit key. No Exceptions. If you designate a Company/Business/Real Estate Company, please be sure to advise the company that the employees must have a business card, company ID to be allowed access to the key. You will receive an email notification when the key is removed and returned to the KeyLink key box.

Thank you for your continued cooperation during this upgrade and please feel free to contact the office at 617-723-4937 with any questions.