



Duplication of ARHA Resident Keys

The process for duplicating Resident unit, mailbox, and building key(s) are as follows:

- Resident requests a key(s) replacement by contacting the Maintenance Department at 703.823.ARHA (2742), or submitting the request on-line @ maintenance@arha.us
- Once the request is received, an ARHA staff member contacts the resident, to verify the identity based on the information in Tenmast, confirm the type of key requested, inquire the reason for the request, and advise of charge for the duplication
- A work order is created to process the key(s) duplication request
- Once the key(s) has been duplicated, the resident is contacted to retrieve the key(s) during ARHA business hours
- The resident must show a photo id that coordinates with the name(s) listed on the family composition in Tenmast
- The resident must sign the work order acknowledging receipt of the key(s) and the fee

The fees for key duplication:

- Best Key \$10
- Schalge Key \$10
- Mail box key \$20
- Building key \$100