

**CLINTON COUNTY HOUSING AUTHORITY  
POLICIES**

**ACCESS AT LOCKOUT POLICY**

To ensure both resident safety and CCH Staff protection, the following guidelines will be observed for granting unit access during a lockout situation:

- Request for unit access at lockout may only be made by the Head of Household.
- CCHA Staff will confirm tenant identity during the initial call.
- Upon arrival, CCHA Staff will ask for photo ID to confirm tenant identity.
- If tenant cannot be confirmed as Head of Household, no entry will be granted.