



IMPORTANT LOCKOUT INFORMATION

READ CAREFULLY

- A. If the property requires an access card or gate code you must provide it when paying your fees.
- B. The property and individual unit (s) must be clearly marked with the address and unit designation.
- C. You or your agent need to meet Deputies at the address and the specific apartment or trailer if applicable. Deputies will not go to an office or separate meeting location.
- D. Promptly arrive **at least 20 minutes before** the scheduled eviction time and wait. If Deputies are late, they will check the address and if you or your agent are not there you will be considered a "No Show". If you are a "No Show", additional fees and new instructions/writ will be required to reschedule.
- E. It is imperative that the contact phone numbers you have provided on the instruction sheet are numbers where you can be reached to make the lockout appointment, and notify you of any changes. If your phone and/or voice mail do not work properly a letter with the appointment will be sent via U.S. Mail.
- F. The name and phone number for your "Agent" that will be meeting the sheriff is critical. Deputies will use this number to advise your agent of delays or schedule changes the day of the lockout. Failure to provide a good phone number or failure to answer at this number may result in missing your lockout.
- G. **You must provide access** to the dwelling when Deputies arrive either by having a current key for any and all locks, or by providing a **competent locksmith or maintenance employee** who can efficiently defeat the locks. Deputies will allow for a reasonable amount of time for the locksmith to work, but due to busy eviction schedules they will have to leave if the locksmith cannot gain entry in a timely manner. If your locksmith/maintenance employee cannot gain entry, the lockout will be completed as unsuccessful and additional fees with new instructions/writ will be required to reschedule.
- H. **Do not** enter the property or make contact with anyone at the property before the Deputies arrive. If you have made entry the eviction **will not take place**.
- I. For your safety it is suggested that you park or station yourself a reasonable distance from the property, but stay in an area where you will be able to see the Deputies arrive.
- J. When the Deputies arrive, make your presence known and identify yourself to them. Civil Unit Deputies commonly drive white unmarked SUV's or trucks.

**TO CANCEL SERVICE OF AN EVICTION PLEASE PROVIDE INSTRUCTIONS IN WRITING BY
EMAILING: civil.sheriff@fresnosheriff.org**

Your cooperation with these instructions is greatly appreciated. Due to the nature of evictions, and sometimes volatile situations, Deputies can encounter problems or individuals who require more attention than the originally allotted time to complete the lockout called for. **If Deputies are late, please be patient and wait on scene for them.** In the event extraordinary circumstances cause a delay of more than an hour, Deputies will attempt to contact you using the information you provided on the instructions sheet.