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Parent Policy: [Lands and Buildings Security Policy](#)

## Lock Changes, Key Request and Key Control Procedure

<b>Office of Administrative Responsibility:</b>	Office of the Associate Vice-President (Operations and Maintenance)
<b>Approver:</b>	Associate Vice-President (Operations and Maintenance)
<b>Scope:</b>	Compliance with University procedure extends to all members of the University community.

### Overview

The office of administrative responsibility must act with due diligence in the management, governance and control of the University buildings and grounds. Facilities and Operations has the sole authority to change locks, and to issue keys for University buildings to approved individuals.

The authorization and issuance of keys by Faculties and Departments is a serious management and fiscal responsibility, to ensure safe and secure environments for employees, students and equipment.

### Purpose

The purpose of the procedure is to ensure appropriate, approved authorization and controls are followed for lock changes, key access and security to all University buildings. It is of prime importance to administration to clearly state that the assigned financial responsibility for loss of keys or re-keying of a facility lies with the Faculty or Department, Contractor or visitor.

This procedure will be of interest to Faculties and Departments, Employees, Students, Visitors and Contractors as this pertains to the risk and safety of equipment and staff with financial implications to the above-named.

## PROCEDURE

University keys are the property of the University of Alberta and may be recovered at any time. The Facilities and Operations Lock Shop performs all lock work for the campus, and is responsible for the direct supervision of contractors working on locks; determining the level of security required on locks; the storing of and maintaining a lock and key inventory; cutting keys and tracking the issuance of **master keys**; and providing key presses (lock boxes) to departments.

Lock changes and key requests for all doors outside and within University buildings require appropriate authorization. All requests for Keys and Lock Changes must be received by the Facilities and Operations Maintenance Desk on the Lock Change and Key Request Form. All information must be completed, with the appropriate authorization signatures.

### 1. CONTRACTORS

Contractors may only obtain keys from the Facilities and Operations Maintenance Desk through an internal sign-out authorization procedure. Contractors accessing areas under the Administration of Ancillary Services must adhere to AS operating procedures. Contractors must follow the Request for Access to Utility Service Corridors Procedure to access areas under the administration of Utilities.

Only Utilities has access and/or grants access to service corridors. Lock and Key regulations for service corridor access can be found in the Request for Access to Utility Service Corridor Procedure.

## 2. FACULTIES AND DEPARTMENTS

Each Faculty/Department is responsible for ensuring that assigned University keys are kept in a secure key press; that all keys are issued by signature to approved individuals; and that all keys are returned and accounted for when a staff member or student leaves the institution.

## 3. STUDENTS (RESIDENCE, RESIDENT STUDENT ASSOCIATIONS)

- All residents must sign for their keys during check-in. The exact key codes and number of keys issued will be recorded on the information system in use at that time.
- Residents that have scheduled check-in unit condition inspections, and are present, will sign for their keys on their unit condition report at the time of inspection or at the time of key pick-up.
- Residents that require a replacement key due to loss or theft will incur all charges associated with the lock change. They are also required to complete an incident report.
- Temporary assignment of keys for personal or visitor use is permitted for a maximum of two weeks. An Additional Key Assignment Form must be completed. Failure to return the additional key on the agreed return date will result in a lock change, where the assigned key holder will incur all associated costs.
- If a key(s) is returned after a 24-hour lock requisition has been issued, the lock change will proceed with all associated costs incurred by the key holder.
- Failure to return the identical key(s) issued will result in a lock change with all associated costs incurred by the key holder, as well as other disciplinary measures (as per 4.D – eviction, Code of Student Behavior).
- Resident's keys are issued by the Housing Coordinators or delegates in each housing area.
- Keys will be re-issued to each association executive at the start of their term. A hard copy of the key authorization form must be signed by the assigned key holder. At the end of an executive term, the key must be returned to the Residence Coordinator. The Residence Coordinator will conduct an annual audit at the end of April. If all keys cannot be produced, re-keying will be done at Association expense.
- All keys are individually numbered, entered into the key inventory and database, and a hard copy of the key authorization form must be signed by the assigned key holder. The assigned key holder must return the key to the Residence Coordinator at the end of the
- At the end of an executive member's term, all keys must be returned to the Residence Coordinator.
- Associations will incur all costs associated with re-keying a facility due to a loss or theft of a master key.

## 4. VISITORS/CONFERENCE GUESTS

- All guests must acknowledge receipt of their keys by signing their registration card.
- Lost, stolen or failure to return keys will result in a lock change. All costs associated with the lock change will be borne by the assigned guest key holder.

## 5. KEYS:

### a. KEY REQUESTS

Staff requiring keys for offices, buildings, filing cabinets, etc., must submit the request to their department administrator, who approves the request, and then submits the proper paperwork to the Maintenance Desk.

**b. KEY MANAGEMENT (LOST, STOLEN, BROKEN, DAMAGED, REPLACEMENT)**

- All instances of keys being lost are to be reported immediately to the Executive Director, Operations and Maintenance and the Lock Shop via Protective Services.
- In the case of Ancillary Services, all instances of lost, stolen, or damaged keys must be reported to the Facilities Coordinator. New keys will not be issued until an Incident Report has been completed. Students will incur all costs associated with replacing cylinders or re-keying.
- Where a Faculty/Department requests the re-keying of an area or a building due to lost or stolen keys, and/or the re-keying of the area is deemed necessary by the Lock Shop due to lost or stolen keys, all re-keying costs will be borne by the Faculty/Department.
- Where a key is broken in a door and replacement is necessary, the key will not be replaced unless both the blade and the head of the key are returned to the Lock Shop. If the broken blade cannot be extracted from the door, contact the Lock Shop. The exact location of the door and location of the key must be identified. The Lock Shop will then recover the blade and replace the key.
- Obsolete, spare or unnecessary keys and parts of broken keys are to be returned to the Facilities and Operations Maintenance Desk or the Ancillary Services Facilities Coordinator who will ensure they are returned to the Lock Shop.
- Costs for locks and keys required for filing cabinets, desks, lockers, cupboards, display cases, padlocks, etc., are a departmental responsibility, and must be requested on the Lock Change and Key Request form.
- Locks may not be changed by external locksmiths without the written permission of the Lock Shop.

**c. KEY PRESS**

- Should a Faculty/Department require a key press (lock box), they are to contact the Lock Shop, and one will be provided at no cost. Installation costs of the key press will be incurred by the Faculty/Department.

**d. MASTER KEYS**

- The issuance of Master keys requires the approval of the Dean/Chair/Director for the area. Individual room keys can be approved and issued by the Faculty/Department's delegated authority (APO/Administrative Office, etc.).
- Master keys are not to be removed from campus, stored in vehicles, duplicated or transferred. When not in use by the assigned individual, they are to be locked in the key press.
- In the case of Ancillary Services, master keys must be secured (by ring, chain or other connecting device) to the person responsible for them at all times. Master keys must be left on-site in a secured area at the end of a shift, unless otherwise authorized. All master keys must be signed out by the Facilities Coordinator or authorized delegate. Master keys may only be signed out for the area that staff is immediately working. Carrying multiple master keys is not allowed without proper authorization.
- Should a Faculty/Department lose a Master key, the loss must be immediately reported to Protective Services. The Faculty/Department will, in conjunction with the Lock Shop, Protective Services and Risk Management, undertake a determination as to whether or not the facility/area needs to be re-keyed. If so, the costs associated for the re-keying the area will be borne by the Faculty/Department.

**LOCKS:****a. LOCK CHANGES**

All lock changes and key requests must be submitted to the Facilities and Operations Maintenance Desk, with the appropriate form completed (see Lock Change and Key Requisition form). Lock change and key requisitions must be authorized by the Dean, Department Chair, Executive Director, Director, Department Head, Administrator, or delegated authority.

**b. MAINTENANCE**

- Facilities and Operations will review maintenance history of locks on a facility basis. On a priority basis, a facility could have its locks replaced to reduce maintenance calls. Should this occur, the costs for re-keying the facility will be borne by Facilities and Operations.

**c. RENOVATIONS**

- When a large renovation is being carried out for a faculty/department, lock changes and keys will be charged to the renovation project, provided that they are requested initially by the Project Manager. Additional, and later requests, will be charged back to the requesting Faculty/Department.

**DEFINITIONS**

Any definitions listed in the following table apply to this document only with no implied or intended institution-wide use. [[▲Top](#)]

<b>Master Keys</b>	A key that opens several different locks.
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**FORMS**

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[Lock Change and Key Requisition](#)

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