

Key management policy

Purpose of policy

To promote consistent and correct key management in order to protect resident's personal security, privacy and possessions whilst safeguarding University-owned Accommodation through a consistent and correct approach to key management.

Policy scope

Applies to any University-owned accommodation and any resident that has a signed contract or booking to stay in University-managed Accommodation.

Definition

Key: The instrument, which locks and unlocks your accommodation e.g. metal key, access card or fob.

Responsibility for implementation of policy

The Facilities Operations Manager will review the policy annually and proposed changes will be brought to the Campus Services Operations Team Meeting (acting as client) for approval.

We are responsible for the administration relating to key issues, maintaining accurate records of all keys issued for access, and ensuring that they are returned promptly. Further details can be found relating to keys in the [Terms and Conditions of Residence clause 3.10.4](#).

The reception desks at The Village and The City are responsible for the implementation of this policy and all issues relating to key management and any charges associated with it. Any exception to this must be approved by the relevant manager.

All correspondence with residents in relation to this policy should only be undertaken via University email addresses and not private email addresses.

The contract period

Contract start

At the commencement of the contract, the site reception or other designated key collection points will issue to the resident one set of keys (additional sets will be kept at reception for any emergency access required). At the point of issue the incoming resident will be required to sign and date that they have received one set of keys. No keys will be issued to a resident who doesn't have a completed signed contract and or hasn't signed the handover sheet.

Lost key procedure

If a key is lost, replacements can only be issued by the relevant reception and furthermore will only be issued to the resident of the room after their identity has been confirmed, normally this will be by their student ID badge. In exceptional circumstances keys will be issued without ID after

checks have been made but any such incident must be accompanied by a report from the relevant member of staff stating the supporting evidence they used to confirm identity.

Charge for lost key or fob

When a replacement key is issued the resident must sign to acknowledge receipt and furthermore that they will be charged £30 for a lost/stolen key or fob and further charges if a lock change is required up to the value of the works carried out ([Terms and Conditions of Residence clause 3.10.4](#)). The resident will be given 24 hours to return the replacement key should they find the original, in such circumstances the charge for replacement will be waived, if returned after this period then the charge will stand.

If a subsequent set of keys/card is lost/stolen the full cost of a replacement lock and keys necessary to ensure security for all may be charged.

Locked out of room

If you lock yourself out of your accommodation during reception opening hours, you will be issued with a replacement key, in accordance with the 'Lost key procedure' (above). All lock-outs attended by the University staff are recorded.

End of contract

Residents are responsible for returning the key to reception upon departure. If the key has not been returned within 24 hours of the contract ending then a resident will receive from the relevant reception an email informing them that they will be charged. If keys, key fobs or key cards are not returned we will have to either fit new locks or replace the key fob or key card and we will charge you with the full cost of this. If the resident chooses to post the key to reception they should be advised to use registered post as we will accept no responsibility for keys lost in transit and will charge a lock change fee should this occur.

Any resident who has lost their key at the end of the contract should report this to reception and will be charged the lost key fee, failure to do so will result in extra day charges being applied.

Access to rooms

At request of resident

Reception will only authorise access to an occupied flat by someone other than the resident after receipt of a signed letter from the resident or an email from their University account. This request will only be agreed if it is specifically stated what objects or belongings they wish the third party to remove on their behalf, the third party will then be accompanied to the room by a member of staff and asked to sign paperwork confirming what has been removed.

Authorised staff

Reception will when required issue keys to Housekeepers who are responsible for cleaning accommodation and other staff such as contractors, maintenance and porters when emergency access is required and or the resident has requested a repair.

The University uses RESET access system for contractors and traka key management software to record access for all keys. Contractors require the relevant identification and ECS-Service notification to collect keys and access to properties. There is a time restriction on keys taken, normally dependant on the task timeline. However, no keys must leave site overnight. The software emails the key holder and the Facilities Operations Manager if this time limit has been exceeded.

The reception/duty manager will call the contact details for the authorised staff to return the key as soon as possible or gather update on the requirement for a further timeline.

Further to this an investigation into the non/late return of the key is reported directly through to the Duty Manager where access to keys is restricted to the individual concerned. The contractor/individual will be reported through to their contact for further clarification on key usage.

Reasonable notice

At all other times residents will be given a minimum of seven days notice that keys are being issued to gain access to their room (or a minimum of 48 hours notice for common spaces), this notice must state the reason why access is required and also the date and approximate time of access. It is the responsibility of reception to maintain an accurate record of such instances when keys have been issued for access.

Storage of Spare Keys

The spare keys will be stored in marked cabinets and during office hours will only be given out by reception staff, who must record time out time back and who they were issued to. Outside of normal office hours all keys removed from the cabinet must be recorded in the same way. No member of staff should retain spare keys for any longer than is absolutely necessary.