Lost Key and Re-keying Requirements

Purpose

Describe procedures if a University issued key is lost, missing or stolen, and re-keying requirements.

Policy

1. Routine access to locked University facilities or areas within University facilities required for the performance of an employee’s assigned duties will be provided through the issuance of an appropriate key required for entry into the authorized area or areas.
   a. Persons to whom University keys are issued assume full responsibility for the security and proper use of key(s) issued to them.

2. Lost or stolen keys must be reported within 24 hours of discovery of loss or theft.

3. The key recipient or Department responsible for the lost or stolen key(s) shall be responsible for paying applicable replacement and re-keying fees approved by the Vice President for Business Affairs (VPBA).
   a. Failure by a student employee/key holder to return a key may result in a financial hold on provision of University records until such time as the key is returned or the lost key fee is paid and the cost of any required re-keying has been reimbursed by the student to the University.

4. The re-keying of rooms and/or buildings may be required whenever keys are lost or stolen.

Procedures

1. A key recipient must report the loss or theft of any key within 24 hours of discovery of loss or theft to the University Police Department, the Facilities Services Key Shop, their immediate supervisor, and the Department administrator who authorized issuance of the key(s).

2. Upon transfer or termination of employment, a key recipient must return all issued key(s) to the Department administrator who authorized issuance of the key(s) or to the Facilities Services Key Shop or to the Office of Human Resource Services. Otherwise key(s) that are not returned will be treated as lost keys.
   a. The key recipient should obtain a receipt from the office acknowledging receipt of the key(s).
   b. The Department should ensure key(s) are recovered upon transfer or termination of employment of the key holder.

3. The key recipient responsible for the lost or stolen key(s) shall pay applicable replacement and re-keying fees for loss of or failure to return assigned key(s).
   a. The Department should ensure applicable replacement and re-keying fees are paid by the key holder or by the Department.

4. If replacement key(s) are required, the Department must confirm applicable fees have been paid and then submit a new key request authorization for replacement key(s).

5. To determine if re-keying is required, the Department will coordinate with the Chief of the University Police and Director of Facilities Services who will review the circumstances associated with the loss or theft and determine if the security of the affected facility may be compromised.
   a. The Department will be notified if re-keying is required.
   b. The Department may appeal recommendations to require re-keying at departmental expense to the VPBA.
   c. The Department will submit a work request with an explanation of the re-keying requirement to the Key Shop.
Applicability

This administrative procedure applies to all university departments.

Definitions

- **Replacement key fee** - cost to replace each lost or unreturned key.
- **Re-keying fee** - cost to re-key each lock affected by a lost or unreturned key. This re-keying of locks is not considered routine maintenance and the Department requesting re-keying will usually be responsible for funding the work.

Responsible Party

Director, Facilities Services

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