NUMed OWNED AND MANAGED ACCOMMODATION
KEY POLICY

PURPOSE STATEMENT
To promote consistent and correct key management - to protect residents’ personal security, privacy and possessions and to safeguard University property.

APPLICABILITY AND SCOPE
The policy applies to any resident who has a contract or a booking to stay in University owned, leased and/or managed accommodation.

DEFINITION
Key: The instrument which locks and unlocks the accommodation eg metal key, access card or fob.

RESPONSIBILITIES
The Accommodation and Catering Manager is responsible for administration relating to all key issues and charges. Any exception to the key policy must be approved by the appropriate Senior Manager.

START OF CONTRACT
At the start of any contract keys will be issued for access. (Additional keys are held as spares and for works access.) When keys are issued to a resident a signature must be obtained on the key card/key signing-in book and the date entered when the key was handed over.

Keys must not be issued unless the contract has been accepted. The exception to this is if the resident has with them and hands over the signed Accommodation Acceptance.

DURING CONTRACT
Lost Key Procedure - Replacement keys are issued from the accommodation office and can only be issued to the occupier of the room after the resident’s identity has been confirmed. A resident’s identity can be confirmed by University ID card. In exceptional circumstances, if the ID card or is not available a specimen signature should be requested which can be checked against the signature on the key card/signing-in sheet. Once the resident’s identity has been confirmed the resident must sign a resident charge form which advises the resident how long they have to find their original key and return the replacement key to the accommodation office.

If the key is not returned then the resident will be charged for either a lock change or replacement key (this will depend on the circumstances on how and where the key was lost).
Lock out Procedure – Residents who are locked out are issued a key in accordance with the Lost Key Procedure. Where the resident is locked out when the accommodation office is closed, the resident must phone the NUMed security team on 07 555 3881 and the on duty supervisor will attend site after confirming the resident’s identity and completion of a resident charge form, will let the resident into their accommodation. There is a MYR50 charge for this service. The accommodation office will only authorise access to an occupied flat/room, by a person other than the occupier, after receiving permission from the resident authorising this. Permission can be given in a signed letter, where the resident’s signature can be verified against the key signing-in book/card, or by e-mail sent from the resident’s University e-mail address. The authorisation must state clearly who is to have access and for what purpose. The person authorised to access the room must also prove their identity by bringing with them an official form of photo identity (ie passport, driving licence or University ID card). In exceptional circumstances the Accommodation and Catering Manager, or their nominated deputy, can authorise access to a room, on behalf of a resident, after proof of identity has been established, to obtain a passport or flight tickets etc. Where this is necessary the person authorised to access the room will be accompanied by a member of staff who will be required to sign a receipt for any items removed.

Service Staff and Contractors – The Accommodation Office will issue keys for access to:

- Staff who have a duty to clean and maintain the accommodation.
- Maintenance Staff or approved contractors where residents have requested that a repair be carried out.

At all other times residents will receive at least seven days advance notice when keys to occupied accommodation are to be issued for access. The notice should state who will require access, the date and approximate time and the reason. The accommodation office is responsible for maintaining accurate key logs of all keys issued for access and ensuring that they are returned promptly. The exception for giving seven days advance notice is in cases of emergency, fire drill, or when it is believed that a breach of one or more of the conditions of contract has occurred or there is reason to believe a criminal offence has been or is about to be committed.

END OF CONTRACT
Residents are responsible for returning their own key to the accommodation office at the end of the contract before responsibility for rent will cease. Residents leaving outside normal office hours can request a key envelope from the accommodation office. Keys should be placed inside the envelope, the envelope sealed, and handed in at the Security Office on campus upon departure. Residents are advised it is their responsibility to return their keys - they must not give keys to someone else to return on their behalf and they should not leave keys in their room or flat.
Where a contract has ended and keys have not been returned, the resident will receive correspondence (e-mail and/or letter) and be advised they are still liable for rent at the daily rate until keys are returned - up to a maximum charge of MYR375.0). Residents who intend to return their key via the post will be advised prior to the end of their contract to return keys in a padded envelope, via a signed for delivery service. The University will not accept responsibility for keys lost in the mail. Residents who lose their key and do not have a key to hand back at the end of the contract must report this before leaving. Failure to do so will result in the resident being liable for rent until the resident reports that the key is lost.

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