

Key Policy—University Owned Accommodation

Purpose Statement

To promote consistent and correct key management in order to protect your 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 Accommodation

Definition

Key: A key or other device that allows entry to the Building or a part of the Building.

Our responsibilities

We are responsible for administration relating to key issues, maintaining accurate records of all keys issued for access, and ensuring that they are returned promptly.

Your responsibilities

You are responsible for keeping your key safe at all times to protect your personal safety and the safety of others if living in shared accommodation; this will be supported with a ResLife webinar that we encourage you to take advantage of.

Replacement Keys

Lost Keys

Replacement keys are issued at receptions and can only be issued to the occupier of the bedroom. Security checks will be undertaken to confirm your identity. If you lose your key when the reception is closed, Estates & Facilities Security Team can help on 0191 208 6817 or use the free [Safezone](#) app. If you find your original key you should return it to reception as soon as possible.

Lost or stolen keys must be reported to your reception within 24 hours of you realising they are missing.

Damaged Keys

Any key which is bent or fractured will be replaced at no charge. If your key has snapped in a lock which necessitates the call-out of a locksmith, the cost will be met by the University. Inform your reception as soon as possible, or our Estates & Facilities Security Team if the reception is closed.

Lock-outs

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). If you lock yourself out of your accommodation when the reception is closed, Estates & Facilities Security Team can help. They will aim to respond as quickly as possible but if staff are dealing with an emergency elsewhere on campus, there may be a delay. Before you can return to your room, staff will perform security checks to confirm your identity and will let you back into your accommodation. All lock-outs attended are recorded.

Authorised Access

We will only issue keys for access to your accommodation to:

- Residences staff who have a duty to clean and maintain your accommodation
- Maintenance Estates & Facilities staff or approved contractors – where you have requested that a repair be carried out
- Estates & Facilities staff responding to an emergency

At all other times you will receive at least seven days advance notice when keys to your accommodation are to be issued for access. This will state who will require access, the date and approximate time and the reason. The exception for giving you seven days advance notice is in cases of emergency, fire drill, 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.

We will only authorise access to your bedroom/flat, by a person other than yourself, after receiving your permission. Permission can be given by email sent from your University email address. You must state clearly who is to have access and for what purpose. The person authorised to access your room must bring photo identity (eg driving licence, passport or University Smartcard). In exceptional circumstances, we can authorise access to your room, on your behalf, after proof of identity has been established to obtain specific items such as flight tickets, passport etc. Where this is necessary the authorised person, will be accompanied by a member of University staff who will be required to sign a receipt for any items removed.

End of your Contract

You are responsible for returning your keys to your Reception at the end of your contract. If you lose your key and do not have a key to hand back, you must report this before leaving.

Responsibility for rent will not cease until your keys have been returned or your reception has received confirmation of loss of keys from your University email address.

If you are leaving outside of Reception opening hours you can request a key envelope in advance, alternatively just wrap and label them. Keys should be left at the designated key return point on departure. It is your responsibility to return your keys – you should not give your keys to someone else to return on your behalf. Keys should also not be left in your room, flat or in the letterbox of the flat you are leaving.

If you intend to return your key via post, prior to the end of your contract, we highly recommend that you use a padded envelope and a signed for delivery service.

Electronic access fobs/card will be cancelled to prevent further access from 10:00am on the last day of your contract period, therefore please ensure you have removed all personal belongings by this time.

Policy implementation date: January 2008

Last revision: June 2021

Next review date: June 2022

Policy holder: Senior Management Team, Accommodation Services