

Accommodation Services

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 Managed Accommodation

Definition

Key: The instrument which locks and unlocks your accommodation eg. Metal key, access card or fob

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 and we would appreciate your support in this.

Replacement Keys

Lost Keys

Replacement keys are issued at Village 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 Security Service (ESS) is able to help. You will be asked to sign a 'Lost Key Form' which advises that you should return your original key as soon as possible should you locate it.

Lost or stolen keys must be reported to your Village Reception within 24/48 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.

Lock-outs

If you lock yourself out of your accommodation during Village 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 Security Service (ESS) is able to help. ESS staff 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 are able to return to your room ESS staff will perform security checks to confirm your identity and will let you back into your accommodation. All lockouts attended by ESS are recorded.

Authorised Access

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

- Residences Team who have a duty to clean and maintain your accommodation
- Maintenance staff, Estates staff or approved contractors – where you have requested that a repair be carried out

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 Village 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 Village reception has received confirmation of loss of keys from your University email address.

Cont'd/...

End of your Contract/cont'd...

If you are leaving outside of Village Reception opening hours you can request a key envelope form in advance. Keys should be placed inside the envelope, the envelope sealed, and 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.