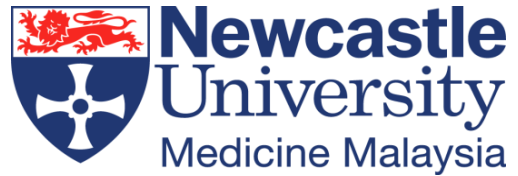


# Key Policy

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## 1.0 PURPOSE STATEMENT

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

## 2.0 APPLICABILITY AND SCOPE

All residents/guests, who have a contract, or booking for NUMed Malaysia managed accommodation.

## 3.0 PROCESS OF KEY ISSUANCE

### 3.1 Start of contract

At the start of 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.

### 3.2 During the 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 lodged the loss of key via email. Charges for keys replacement are RM25.00.

- **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 012-568 5422 / 07-555 3999 and the on-duty Security Supervisor will attend site after confirming the resident's identity will let the resident into their accommodation.

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 must be given via 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.

Where this is necessary the person authorised to access the room will be accompanied by a member of staff; all information will be communicated via email.

### **3.3 End of Contract**

Residents are responsible for returning their own key to the accommodation office at the end of the contract.

Residents leaving outside normal office hours to return keys at NUMed Security Office. 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.

## **4.0 RESPONSIBILITIES**

### **SERVICE STAFF**

- The Accommodation Team office is responsible for maintaining accurate logs of all keys issued to the residents.

<b>Document control information</b>		
<b>Does this replace another policy?</b> Yes / No If yes please state. <b>NO</b>		
<b>Approval</b>		
<b>Approved by:</b> NUMed Executive Board		<b>Date:</b>
<b>Effective from:</b>		
<b>Review due:</b>		
<b>Responsibilities</b>		
<b>Executive sponsor:</b> Provost		
<b>Policy owner:</b> (This maybe an officer or Committee)		Chief Operating officer
<b>Policy author:</b>		Senior Manager – Student Accommodation (Adapted from Newcastle University Key Policy - University Owned Accommodation dated June 2021)
<b>Person(s) responsible for compliance:</b>		Section Heads
<b>Consultation</b>		
<b>Version</b>	<b>Body consulted</b>	<b>Date</b>
Ver 1		Aug 2014
Ver 2		May 2018
<b>Equality Impact Assessment:</b>		
<b>Does the policy have the potential to impact on people in a different way because of their protected characteristics? Yes/ No/ Unsure: NO</b>		
If yes or un-sure please consult the Diversity Team in HR for guidance		
<b>Initial assessment by:</b>		<b>Date:</b>
<b>Key changes made as a result of Equality Impact Assessment</b>		
<b>Document location</b>		