Faculty/Staff Key and Door Lock Policy
May 2014

The Office of Facilities Management, in consultation with the University Police Department, is responsible for the key and lock systems throughout campus. Facilities Management, through its Key Shop, manages locks and keying for all campus spaces, regardless of room/space type or function. The following policies help ensure campus wide safety and accountability and serve as the framework for the key and lock procedures described below.

1. Unauthorized duplication of any university key is prohibited.
2. Room/space access by Facilities personnel must be ensured for various facilities and life/safety emergencies. Accordingly, spaces that are secured with locks not authorized or managed by Facilities Management, or locks that have been tampered with, are subject to removal/replacement of said locks, without notification, at the expense of the occupants of said spaces.
3. Master keys will require the approval of the Director of Physical Plant and may require Assistant Vice President or Vice President’s review or approval.
4. For budgetary and access control reasons, keys will not be issued for areas with electronic access.
5. Lost or stolen keys should be immediately reported to the Facilities Management Customer Service Center through the appropriate department head or their designee.
6. Requests for keys must initiate with an online work request (link) submitted through the appropriate Dean’s Office, Department Chair, or by your Building Manager.
7. The prospective key holder must sign the appropriate form and present a photo id upon pickup of keys.
8. Lost keys will be dealt with on an individual basis. Replacement fees for lost keys will be based on the actual costs associated with replacing locks and any damage or losses to the space involved.
9. Replacement keys must be picked up within 30 days of notification.
10. Key orders will not be processed until funds are received when applicable.
11. All key requests are subject to review by the University Key Shop. Keys can be picked up at the Customer Service Center.
12. The Customer Service Center will NOT issue any keys to a third party.
13. Physical Plant staff is prohibited to open doors for anyone. Please contact UPD if you require access to a building.
14. *To minimize key issuance and ensure greater security, where keying to a particular non-departmental space requires the issuance of 7 or more keys, such space requires use of a keypad or conversion to card reader technology at the customer expense.
15. The Office of Facilities Management will not be held responsible for replacement costs of lost, stolen or damaged goods.

Key and Lock Procedures

A. GENERAL PROCEDURES
1. Student key and lock matters in residence halls – including problems, replacements, and returns - must be addressed and coordinated through the Residence Hall Director’s Office.
2. Faculty, staff, students, and anyone else issued key(s) for non-residential campus space(s) must return these keys to the appropriate Dean or department head prior to leaving employment, changing locations, and/or any other condition in which occupancy or access to that space has changed.
3. Spaces secured with locks not authorized or managed by Facilities Management, or locks that have been tampered with, are subject to removal/replacement of said locks, without notification, at the expense of the occupants of said spaces. Repair or replacement of doors necessitated by the corrections above would also be at the expense of the occupants.

B. ISSUING A KEY OR CHANGING A LOCK
Please note that all key and lock change requests are subject to review and approval by the Office of Facilities Management for cost, compliance with key and lock policy, and other security considerations. All authorized personnel must follow a two-step process to be issued a key and/or change a lock:

**Step One: Work Request**
Requests for a key and/or lock change must be made through a Department Chair (or designee), Dean, Divisional Vice President, or Building Manager depending on the administrative practice of the particular unit, as coordinated with Facilities Management. These requests must be made via the online *work request* system.

Certain Key requests are chargeable and are listed below for approximate cost. Actual costs incurred by Facilities Management will be charged to the department.

<table>
<thead>
<tr>
<th>Non-residential Spaces</th>
<th>First issuance of key</th>
<th>No Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Replacement key</td>
<td>$44.93</td>
</tr>
<tr>
<td></td>
<td>Lock change (cylinder only)</td>
<td>$132.93</td>
</tr>
<tr>
<td></td>
<td>Install keypad (estimate required)</td>
<td>$624.65 to $721.65</td>
</tr>
<tr>
<td>Residential Spaces</td>
<td>First issuance of key</td>
<td>No Charge</td>
</tr>
<tr>
<td></td>
<td>Replacement key</td>
<td>$15.00</td>
</tr>
<tr>
<td></td>
<td>Lock change</td>
<td>$90.00</td>
</tr>
<tr>
<td>Other</td>
<td>File cabinet/furniture replacement key</td>
<td>$5.00</td>
</tr>
<tr>
<td></td>
<td>Electronic card access</td>
<td>Estimate required</td>
</tr>
<tr>
<td></td>
<td>Project key/access</td>
<td>Estimate required</td>
</tr>
<tr>
<td></td>
<td>Replace Key</td>
<td>$49.93</td>
</tr>
<tr>
<td></td>
<td>Lock Change</td>
<td>$151.93</td>
</tr>
</tbody>
</table>

Funds must be received before keys are cut and/or parts for locks are ordered. Payment may be made through departmental account transfers or checks made payable to the “University at Albany Facilities Management”. Payment cannot be made with cash or credit card.

Depending on the existing key and lock system in the particular space, a key request may take up to 2 weeks. Certain special order keys and lock sets, depending on the manufacturer, may require an additional 4 to 6 weeks. The Key Shop can provide an estimated turn around when it receives the key request.

Edited on 5/29/2014
The Key Shop will install or change door hardware when the cost of repairing exceeds the cost of replacement.

The Key Shop also provides keys to locking office furniture and cabinets at customer expense.

**Step Two: Picking Up a Key**

When keys are ready for pick-up, the Customer Service Center will notify by phone/e-mail the contact person listed on the work order request.

Once notified, only authorized personnel may pick-up the key(s) at the Customer Service Center at Social Science Dock B12 between the hours of 7:30 am – 3:30 pm. Downtown Campus keys are distributed from Richardson 166 between the hours of 8:00 am – 12:00, 12:30 pm – 4:00 pm.

To pick up a key all authorized personnel must bring photo ID, their SUNY ID number, and the work order number of the key request. Key pick-up may also require a signature for confirmation. If you do not know your SUNY ID number, please contact Human Resources at 437-4700.

**C. TRANSFERRING A KEY BETWEEN FACULTY/STAFF**

It is the responsibility of the Department Chair (or designee), Dean, or Divisional Vice President to track the transferring of keys between faculty and staff.

**D. RE-KEYING OR CHANGING LOCKS FOR A SET OF SPACES**

As a general rule, Facilities Management does not perform complete re-keying of sets of spaces or entire buildings unless requested by the unit(s) using the space. In those instances, the unit(s) would be expected to provide funding for the project. Similarly, requests to change hardware because of department requirements (changed program, occupant preferences, etc.) are performed at customer expense. Units requesting re-keying of a building should use the online work request system, found at [http://www.albany.edu/facilities/cmms.html](http://www.albany.edu/facilities/cmms.html).

**E. CONVERTING TO, OR INSTALLING, A CARD READER ACCESS SYSTEM**

Departments may replace key systems with electronic card reader access systems and keypad systems at their own expense. Facilities Management will waive straight time labor charges for such replacements and conversions when such units are dedicated to building entrances, classrooms, and suite doors. Funding is limited. Units requesting such a conversion should use the online work request system, found at [http://www.albany.edu/facilities/cmms.html](http://www.albany.edu/facilities/cmms.html).