

## Faculty/Staff Key and Door Lock Policy

July 2021

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

1. Duplication of any University key is prohibited.
2. Building master keys will not be issued. Exceptions require approval of the Associate Vice President for FM or Vice President for F&A.
3. Keys are not issued for spaces with electronic access.
4. Lost or stolen keys should be immediately reported by unit designee to the FM Operations Center (518-442-3480).
5. Keys must be picked up within thirty (30) days of initial notification that they are available, or the key will be recycled.
6. All key requests are subject to review and approval by the FM Operations Center. Keys must be picked up as outlined in section "B" below depending on if the space is located on the Uptown or Downtown Campus.
7. FM will NOT issue keys to a third party.
8. PM staff are prohibited from opening doors for anyone. Please contact UPD if you require access to a building or space.
9. Where keying to a single space requires the issuance of more than seven (7) keys, such spaces will require the installation of a keypad or a card reader at the expense of the unit making the request.
10. FM will not be held responsible for the replacement costs of lost, stolen or damaged goods in any space.

## Key and Lock Procedures

### A. GENERAL PROCEDURES

1. Student key and lock matters in residence halls – including problems, replacements, and returns - must be coordinated through the Office of Residential Life.
2. Faculty, staff, students, and anyone else issued key(s) for non-residential campus space(s) shall return said keys to the FM Operations Center located in Humanities B43 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 unauthorized locks or non-FM locks, or FM 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 of said spaces.
4. Only University approved lock boxes secured in a unit's space ("realtor type" lock boxes which hang on door knobs are not permitted) can be used for keys designated for communal use. A record keeping system indicating who has used these keys and when is required to be maintained by the unit for these approved lock boxes.

**B. ISSUING A KEY OR CHANGING A LOCK**

All key and lock change requests are subject to review and approval by FM 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 the office of the Dean, Chair, Vice President, or Building Manager depending on the administrative practice of the particular unit, as coordinated with FM. These requests must be made via the online work request system at <http://www.albany.edu/facilities/cmms.html>

Certain key requests are chargeable at the estimate cost listed below. Costs listed below are only estimates and actual costs can vary considerably depending upon the specific hardware involved and conditions at the site. Only the actual costs incurred by FM will be charged to unit occupying the space.

Non-residential Spaces	First issuance of key	No Charge
	Replacement key	\$45
	Lock change (cylinder only)	\$73 - \$193
	Install keypad (estimate required)	\$850 - \$950
Residential Spaces	First issuance of key	No Charge
	Replacement key	\$20.00
	Lock change	\$90.00
Other	File cabinet/furniture replacement key	\$5.00
	Electronic card access	\$2,000 - \$5,000
	Change in lock function	\$530 - \$630
	Door replacement (if needed)	\$800 - \$900
	Asbestos test	\$75

A Funding Request Form will be sent to the person requesting these services. Funds must be received before keys are issued and/or parts for locks are ordered. Payment may be made through departmental account transfers or checks made payable to the "University at Albany". Payment cannot be made with cash or credit card at this time.

Depending on the existing key and lock system in the particular space, a key request may take up to two (2) weeks. Certain special-order keys and lock sets, depending on the manufacturer, may require an additional 4 to 6 weeks. The FM Operations Center will provide an estimated timeframe when it receives the key request.

FM can also provide keys to locking furniture and cabinets, when possible, at the expense of the work requester.

Step Two: Key Pick Up

When keys are ready for pick-up, the FM Operations Center will notify by e-mail the unit's contact person listed on the work request.



Once notified, only authorized personnel may pick-up the key(s). Uptown Campus keys will be available at the FM Operations Center in Humanities B43 between the hours of 7:30 am – 4:00 pm, M-F.

Downtown Campus keys will be available in Richardson 166 between the hours of 8:00 am – 12:00, 12:30 pm – 4:00 pm, M-F.

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

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

It is the responsibility of the Dean, Chair, or Vice President or their designee to submit a Work Request using the online work order system to transfer any keys from one person to another. The request should include the location and the name of the person surrendering the key as well as the person accepting responsibility for the key. Both parties will need to go the FM Operations Center in Humanities B43 or Richardson 166 Downtown in order to receive a receipt indicating that the key is no longer the responsibility of the previous user as well as have the new user provide photo ID, EMPL ID number, and sign for the key.

**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 requester's expense. Units requesting re-keying of a building should use the online work request system, found at <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. Units requesting such a conversion should use the online work request system, found at <http://www.albany.edu/facilities/cmms.html> .