

Faculty/Staff Key and Door Lock Policy

May 2020

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 policy helps 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. Due to security and liability concerns, building master keys will not be normally issued. Any exceptions will require the approval of the Director of Physical Plant and may require Associate 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 submitted through the appropriate Dean's Office, Department Chair, or by your Building Manager.
7. The prospective key holder must sign the appropriate form, provide their EMPL ID number, and present a photo id in order to pickup of keys.
8. Lost keys are handled 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. Keys must be picked up within 30 days of notification that they are available.
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 must be picked up at the appropriate Facilities Management office as outlined in section "B" below.
12. The Facilities Management 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 single space requires the issuance of more the 7 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 Customer Service 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 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.
4. Only University approved lock boxes should be used for departmental keys designated for communal use and these lock boxes must be secured in departmental spaces (“realtor type” lock boxes which hang on door knobs are not permitted). A sign out sheet indicating who has used these keys and at what times they were used is required to be maintained by the department for these approved lock boxes.

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.

<https://www.albany.edu/facilities/>

Certain Key requests are chargeable and are listed below for approximate cost. Please keep in mind that the costs listed below are only estimates and actual costs can vary considerably depending upon the specific hardware in place or requested (costs can escalate if any abatement might be needed to perform the work). Actual costs incurred by Facilities Management will be charged to the department.

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|------------------------|------------------------------------|---------------|
| 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 |

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| | 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 |

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 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.

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, when possible, at customer expense.

Step Two: Picking Up a Key

When keys are ready for pick-up, the Customer Service Center will notify by 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 in Humanities B43 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 EMPL ID number, and the work order number of the key request. Key pick-up also requires a signature for confirmation. 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 Department Chair (or designee), Dean, or Divisional Vice President to submit a customer 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 Customer Service Center in Humanities B43 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 identification, EMPL 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 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> .

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 and classrooms. Funding is limited. Units requesting such a conversion should use the online work request system, found at <http://www.albany.edu/facilities/cmms.html> .