

Applies to: All University Employees

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I. PURPOSE:

To define actions and responsibilities in requesting, coordinating, scheduling planned and emergency card access, key distribution, and lock changes campus wide.

II. DEFINITIONS:

1. **Blades** -- A mechanical device that prohibits the insertion of a key into a core.
2. **Building Coordinator** -- The Building Coordinator will be to facilitate communications, represent user needs within the buildings. A listing and described duties of building coordinator (s) for your department or building go to -- <http://www.uh.edu/plantops/about-us/committees/building-coordinator-program/building-coordinators/index.php>.
3. **Building Master Key** -- A mechanical key that will operate all key numbers individual and sub master in a specific series.
4. **Card Access**--An electronic locking device that allows access with granted permission and valid access by the presentation of a Cougar Card and can be either swiped or by proximity card.
5. **Certifying Signature** -- The university employee who is authorized to certify expenditures for a department, project, college or division. The employee's signature must appear on any expenditure document or indicate approval by e-mail for any transactions initiated by that unit that are not approved through workflow. Go to -- <http://www.uh.edu/finance/pages/References.htm> for more information.
6. **Control Key** -- A mechanical key that allows the removal and insertion of the core into the cylinder housing but does not operate the lock. Control keys are considered a tool used solely by Lock Shop staff and cannot be issued.
7. **Core Change** -- This is a scope of work that requires physically removing the core from the housing cylinder with a control key to change the operating key to a new key and prevent access with existing operating key. First key is included per core. This is a billable service
8. **Cougar Card** -- The Cougar Card is a multi-purpose ID that integrates a number of functions for daily usage around our campus. You can do laundry at our residential facilities; print documents; buy snack food at campus convenience stores; buy your meals at campus eating establishments; gain access to academic or administrative buildings and rooms, athletic events, special events, the Campus Recreation and Wellness Center and both on and off campus residential housing.
9. **DA** -- Desk Assistants are compensated students who provide resource assistance and monitor building access in each area. Please help the Desk Assistants maintain the security of your community by showing your ID when entering all SHRL areas, by not propping doors open or allowing strangers into the buildings and by reporting strangers or suspicious behavior in all areas. Desk Assistants help monitor security with the assistance of a sign-in or log sheet that all vendors and contractors are required to sign as they enter SHRL areas, at which time they are provided a vendor/contractor lanyard to wear.
10. **DBA** --Financial and/or Human Resource representative for department or division.

11. **Electronic Locking device** -- This defines locking devices that will electronically release or lock when a valid card or proximity device is presented with given permission levels. Battery operated devices are also included in this category. Any electronic device not on an exterior door will be considered a billable service to that department or division. Central Services will maintain the public exterior doors.
12. **Facilities Operations and Maintenance (FOM), Plant Operations** – An office within Facilities Management in the department of Plant Operations which oversees all utility related support campus wide. Address -- 4211 Elgin St., Houston, TX 77204-1012, Location -- Central Plant room 130, Phone -- 713.743.6161.
13. **FSC** -- University Wide Facilities Services Center. The FSC will provide a point of service call center that will increase the level of technical and service support and will allow for all facilities needs to be routed through one service center and directly dispatched to the shops. It is located inside the General Service building #585, room 123, 4211 Elgin St. Houston, TX. 77204. Hours of operation – currently Monday-Friday 7:00am-10:00pm, Saturday 7:00am-4:00Pm, Sunday 12:00pm-8:00pm. **EFFECTIVE SEPT 1, 2013 – FSC WILL BEGIN 24/7 CALL CENTER OPERATIONS.** Email -- csc@central.uh.edu.
14. **Grand Master Key** -- A mechanical key that will operate all individual, sub-master, building master in a specific series. For additional information, go to <http://www.uh.edu/plantops/resources/policies-procedures-docs/Grand-Master-Key-Policy-and-Issue.pdf>.
15. **High Level Security Areas** -- Spaces or areas including but not limited to housing hazardous materials, narcotic, money, and student testing or information, and secured research laboratory's.
16. **Individual Key** -- A mechanical key that will only operate the core assigned to that specific key number. This key number may be assigned to more than one space.
17. **Individual Temporary Keys** -- Keys that are issued to Facilities and Operational staff up to 30 days. A temporary key request form is required.
18. **Key Control** -- A function performed by the FSC to ensure that key requests are processed only for those individuals who are authorized to receive requested keys, and that the proper signatures are in place on the key request form.
19. **Keys** -- Mechanical brass key that will allow access into a room or building. Mechanical keys do not have history or tracking capabilities. In most cases they will override electronic locking devices for emergency access. Mechanical keys are considered university property and must be returned
20. **Key Holder** -- Person receiving key(s) to access approved assigned areas on campus
21. **Key Inventory** -- A predetermined process to ensure keys are accounted for before and after university major events such as start of semester and new building construction release.
22. **Key Pick- Up Authorization Form** -- On line form required by University Of Houston employees to pick up and sign for key(s) assigned to another Key Holder. For form go to -- <http://www.uh.edu/plantops/services/access-control-shop/index.php>

23. **Key Request Form** -- This form is required to order keys on campus for general non facility maintenance interior spaces. May also be used to order keys for exteriors doors on campus that do not have card access. For forms go to -- <http://www.uh.edu/plantops/services/access-control-shop/index.php>. This is a billable service.
24. **Key Watcher** -- A networked, electronic box, that house key (s) or key ring (s) on campus. The device has capabilities to monitor and give access to numerous staff to service campus needs.
25. **Lock Change** -- This is a scope of work that that requires removing the lock or panic device and mechanically change the way the lock body engages and operates for the end user. This may involve the purchase of a new device for a different function. This is a billable service.
26. **Loaner Keys** -- These keys are kept for emergency use only in Student Housing and Residential Life and are considered temporary. Loaner keys must be returned within 5 days after being issued or a core change will be required.
27. **Lost Key** -- This event is defined when the person responsible for the mechanical key no longer has it in their possession and does not know location.
28. **Lock Shop** -- Located General Service building #585, room 168, 4211 Elgin St. Houston, TX. 77204. Hours of operation -- Monday – Friday 7:00 am- 6:00 pm. Email -- locksvc@central.uh.edu
29. **PM** -- Peer Mentors are trained student staff members who assist in the coordination of the Freshman Year Residential Experience (FYRE) Program
30. **Maintenance Key Request Form** -- This form is required for Facility and Maintenance use only. Department director, Certifying signature, Facility of Maintenance (FOM) required. This is a billable service. For a current list of staff approved to sign for these keys, go to -- http://www.uh.edu/plantops/resources/policies-procedures-docs/Plantops_Authorized%20signatures%20list.pdf. For forms go to -- <http://www.uh.edu/plantops/services/access-control-shop/index.php>.
31. **Master Ring** -- Sub master or Building master key or keys contained on one ring.
32. **OCHO** -- On-Campus Housing Office -- 4401 Wheeler St., Moody Towers, Houston, TX 77004, 832-842-HOME (4663) Housing Services Hours -- Monday – Friday 8:00 a.m. – 5:00 p.m.
33. **Operating Key** -- A mechanical key is such that it will allow the key to rotate in the core unlocking the door by latch retraction or handle activation.
34. **RA** -- Resident Assistants are trained student staff members who coordinate programming, serve as a resource and referral agent for floor members, assist in building upkeep through room/area inspections and help maintain community standards of behavior. The RAs are selected as peer educators based on their skills and willingness to assist.

35. **Residents** -- Persons physically living in UH Housing areas on campus
36. **RLC** – Residence Life Coordinators are full-time live-in professional staff who develop goals for the halls, promote student leadership opportunities, and provide overall administration of day-to-day operations and work to deliver quality service. They supervise the Resident Assistants and Desk Assistants, promote student leadership through advising Hall Councils, provide guidance in educational and social programming and deal with conduct issues by hearing low-level judicial cases.
37. **Security Key** -- A mechanical key that is used for high level security areas limiting access. Individual and grand master key will only operate these series of key numbers.
38. **SHRL Mail Box** -- Designated areas in SHRL where residents receive mail. Boxes may operate with a mechanical brass key or number combination rotary dial that is predetermined and assigned. This is a billable service.
39. **Sub-Master Key** -- A mechanical key that will operate all key numbers in a specific series.
40. **Sub-Master/Building-Master Key Request Form** -- This form is required to order sub-master and building master level keys. Department dean or Vice president and Certifying signature will be required. For forms go to -- <http://www.uh.edu/plantops/services/access-control-shop/index.php>. This is a billable service.
41. **UHPD**- University of Houston Police Department 3869 Wheeler Ave. Houston, TX 77204-6191, (713) 743-3333 or 911 from a campus phone.
42. **Temporary Key Request Form** -- On line form required by Plant Operations staff to check out keys on temporary basis.

III. **BACKGROUND:**

Access control, keys and lock changes in the past have been the responsibilities of several divisions. The University is striving to consolidate services to be more efficient, transparent and user friendly.

IV. **GUIDELINES:**

1. **Key Request**

Faculty & staff keys are required to use an official key request form to request keys. These forms can be found on line at <http://www.uh.edu/plantops/services/access-control-shop/>. All persons that receive university keys will be required to return keys to FSC when terminating from the university. Any keys not returned will require payment to reconcile key account. All forms to be typed electronically except for handwritten signature. All forms to be submitted electronically by email from certifying signature for proper authorization.

Plant Operations staff during the event of construction, renovation or facility services may have a need to approve outside vendors mechanical brass keys for access. For proper form and guidelines,

please go to <http://www.uh.edu/plantops/forms/project-delivery/Access-Control-Agreement-Contractor.pdf>.

Shared space on campus will require dual authorization of keys and lock changes from both departments, those staff occupying the space and stewards or those that have ownership of the building. This will ensure lines of communication and notification of these events has taken place.

A. KEY REQUEST FORM – Required information

- KEY HOLDER NAME
- POSITION / TITLE
- PHONE # --This number will be used to contact when keys are ready. Must be a campus number. No long distance phone #
- DEPARTMENT ID #
- EMAIL
- EMPLOYEE ID #
- METHOD OF PAYMENT -- Can be cash, check or cost center #. No debit or credit cards are accepted
- IS THE ACCESS / KEY REQUESTED FOR SPACE THAT IS ASSIGNED TO YOUR DEPARTMENT? Yes, keys maybe ordered. No, keys may not be ordered for space not assigned
- FOR YOUR DEPARTMENT? Yes, keys may be ordered. No, keys may not be ordered for space not assigned to that department.
- THIS KEY IS FOR -- Describes key transaction, new issue, replacement, lock change, addition copies.
- PLEASE STATE REASON FOR REQUEST -- (*important -- Please indicate if your keys were lost or stolen*)
- KEY NUMBER -- Lock shop will fill in this field on KEY REQUEST form
- KEY TYPE -- Select type from drop down box.
- ROOM NUMBER --
- BUILDING # Select from drop down box.
- QUANTITY -- Number of keys requested.
- COMMENT (*Key Control use only*).
- DEPARTMENT DEAN/ DIRECTOR OR DESIGNEE APPROVAL -- This is an optional field for this form. Departments may choose to use this line item if needed. If used, all subsequent listed lines items below are required.
- APPROVED BY -- Hand written signature
- DATE
- NAME
- DEPARTMENT
- TITLE
- EMAIL
- CERTIFYING SIGNATURE APPROVAL. Required on all University of Houston on line key request forms. All subsequent listed lines items below are required.
- SIGNATURE OF KEY RECEIVER -- This line item will be signed when key is issued at FSC of key holder responsible for key. By signing this form the person receiving key (s) verifies that they have received all keys on this form before leaving FSC.
- DATE -- Date key was picked up at FSC.
- PRINT NAME Print name of key holder.
- SIGNATURE OF FSC REPRESENTATIVE -- This line item will be signed when key is issued at FSC, of FSC staff issuing key.
- DATE -- Date key was issued.
- PRINT NAME -- Printed name of FSC staff.

- WORK REQUEST#. Work request generated to track keys and or charges.

B. SUB-MASTER/BUILDING MASTER KEY FORM – Required information

- KEY HOLDER NAME
- POSITION / TITLE
- PHONE # - This number will be used to contact when keys are ready. Must be a campus number. No long distance phone #.
- DEPARTMENT ID #
- EMAIL
- EMPLOYEE ID #
- METHOD OF PAYMENT -- Can be cash, check or cost center #. No debit or credit cards are accepted.
- IS THE ACCESS / KEY REQUESTED FOR SPACE THAT IS ASSIGNED TO YOUR DEPARTMENT? Yes, keys maybe ordered. No, keys may not be ordered for space not assigned to that department.
- THIS KEY IS FOR -- Describes key transaction, new issue, replacement, lock change, addition copies.
- PLEASE STATE REASON FOR REQUEST -- (important -- Please indicate if your keys were lost or stolen). All sub-master – building master key (s) lost or stolen must be reported to the UHPD immediately. On form please note police report number. (Required).
- KEY NUMBER -- Contact Lock Shop if sub-master – building master key number is unknown.
- KEY TYPE -- Select type from drop down box.
- ROOM NUMBER -- Sub-master and building master keys in most cases are assigned to more than one space or floor. Pick (one) room number that maybe assigned to this key.
- BUILDING # Select from drop down box.
- QUANTITY -- Number of keys requested. More than (one) sub-master or building master requested for a key holder will require UHPD inspection of location and securing of extra key.
- COMMENT (Key Control use only).
- DEPARTMENT DEAN /VP APPROVAL -- Required
- APPROVED BY -- Hand written signature only no stamp.
- DATE -- Actual date approved.
- NAME -- Print
- DEPARTMENT
- TITLE
- EMAIL
- DEPARTMENT DIRECTOR APPROVAL -- This is an optional field for this form. Departments may choose to use this line item if needed. All subsequent listed line items are required.
- APPROVED BY -- Hand signature
- DATE
- NAME -- Print
- DEPARTMENT
- TITLE
- EMAIL
- CERTIFYING SIGNATURE APPROVAL. Required on all University of Houston on line key request forms. All subsequent listed lines items below are required.
- APPROVED BY -- Hand signature only no stamp.
- DATE
- NAME
- DEPARTMENT
- TITLE
- EMAIL

- SIGNATURE OF KEY RECEIVER -- This line item will be signed when key is issued at FSC of key holder responsible for key. By signing this form the person receiving key (s) verifies that they have received all keys on this form before leaving FSC.
- DATE -- Date key was picked up at FSC.
- PRINT NAME -- Print name of key holder.
- SIGNATURE OF FSC REPRESENTATIVE -- This line item will be signed when key is issued at FSC, of FSC staff issuing key.
- DATE -- Date key was issued.
- PRINT NAME -- Printed name of FSC staff.
- WORK REQUEST#. Work request generated to track keys and or charges.

C. MAINTENANCE KEY REQUEST FORM - Required information (For FM use only)

- KEY HOLDER NAME
- POSITION / TITLE
- PHONE #. This number will be used to contact when keys are ready. Must be a campus number. No long distance phone #.
- DEPARTMENT ID #
- EMAIL
- EMPLOYEE ID #
- METHOD OF PAYMENT -- Can be cash, check or cost center #. No debit or credit cards are accepted.
- IS ACCESS / KEY REQUESTED FOR SPACE THAT IS ASSIGNED TO YOUR DEPARTMENT? Yes, keys maybe ordered. No, keys may not be ordered for space not assigned to that department.
- THIS KEY IS FOR -- Describes key transaction, new issue, replacement, lock change, addition copies.
- PLEASE STATE REASON FOR REQUEST -- (important -- Please indicate if your keys were lost or stolen). UHPD police report required.
- KEY NUMBER -- Lock Shop will fill in blank.
- KEY TYPE -- Select type from drop down box.
- ROOM NUMBER
- BUILDING # Select from drop down box.
- QUANTITY -- Number of keys requested.
- COMMENT (Key Control use only).
- KEYWATCHER -- FM staff requiring access to secured keys in electronic key box on campus in different locations. Lock Shop will program.
- LOCATION -- Select from drop down box.
- KEY RING # -- Key fob number (s) FM staff can access.
- GROUP # -- Contact Lock shop if unknown.
- DAYS OF WEEK -- Select from drop down.
- DURATION -- Select from drop down box.
- DEPARTMENT DIRECTOR APPROVAL -- Required, go to http://www.uh.edu/plantops/resources/policies-procedures-docs/Plantops_Authorized%20signatures%20list.pdf for current list.
- APPROVED BY -- Hand written signature only no stamp.
- DATE -- Actual date approved.
- NAME -- Print
- DEPARTMENT
- TITLE
- EMAIL

- CERTIFYING SIGNATURE APPROVAL. Required on all University of Houston on line key request forms. All subsequent listed lines items below are required. Contact csc@central.uh.edu for current list and contact information.
- APPROVED BY
- DATE
- NAME -- Print
- DEPARTMENT
- TITLE
- EMAIL
- FOM DIRECTOR APPROVAL -- This will be filled out by FOM only before emailing to FSC.
- COMMENTS -- Used for more information if needed.
- APPROVED -- Sign & print name.
- DATE
- NAME
- DEPARTMENT
- TITLE
- SIGNATURE OF KEY RECEIVER -- This line item will be signed when key is issued at FSC of key holder responsible for key. By signing this form the person receiving key (s) verifies that they have received all keys on this form before leaving FSC.
- DATE -- Date key was picked up at FSC.
- PRINT NAME -- Print name of key holder.
- SIGNATURE OF FSC REPRESENTATIVE -- This line item will be signed when key is issued at FSC, of FSC staff issuing key.
- DATE -- Date key was issued.
- PRINT NAME -- Printed name of FSC staff.
- WORK REQUEST#. Work request generated to track keys and or charges.

D. KEY PICK-UP AUTHORIZATION FORM – Required information

- DATE -- Actual date the form was generated.
- DEPARTMENT# -- Department number assigned to space and certifying signature
- I HEREBY AUTHORIZE -- Type name of staff picking up key
- TO PICK-UP KEYS ORDERED FOR KEY HOLDER -- Person or staff responsible for key.
- CERTIFYING SIGNATURE AUTHORIZED ONLY -- Hand signature, UH campus extension, type name or print, date.
- KEY HOLDER (SIGNATURE) AND PHOTO COPY SCANED OF PICTURE ID. COUGAR CARD - - Hand signature and scanned front picture copy of Key Holder responsible for key.
- KEY RECEIVER -- This process will take place at the time of key-pick up at FSC. A Cougar Card will be required for scanning at the time of key pick-up along with signature, printing of name and date
- DATE KEY PICKED-UP -- This process will take place at the time of key-pick up at FSC.
- FSC STAFF VERIFIES CERTIFYING SIGNATURE -- FSC staff has verified certifying signature in database and is responsible for issuing of key.
- Only (one) Key Holder per form please.

E. TEMPORARY KEY REQUEST FORM – Required Information

- DATE REQUESTED
- SHOP
- EXTENSION
- PERSON REQUESTING KEY (PRINT) -- FM staff responsible for key.
- EMPLOYEE ID#

- EMAIL -- University of Houston
- ARE ANY OF THE REQUESTED KEYS FOR VENDOR USE? If yes a Vendor Access Form will be required. Go to <http://www.uh.edu/plantops/forms/project-delivery/Access-Control-Agreement-Contractor.pdf>.
- BUILDING -- Name / number.
- ROOM #
- KEY # -- Lock Shop staff will document
- DATE ISSUED -- Lock Shop staff will document
- ISSUED BY -- Lock Shop staff signature issuing key (s)
- SIGNATURE OF SUPERVISOR / MANAGER -- FM staff direct report.
- SIGNATURE OF KEY HOLDER -- FM staff receiving and responsible for key.
- DATE RETURNED -- Lock Shop staff will document after all keys are accounted for.
- RECEIVER -- Lock Shop staff signature responsible for key return transaction.
- ONLY (ONE) KEY HOLDER PER FORM PLEASE.

2. Key Control

- A. Key record / Lock Core listing request. Please contact FSC and generate a work request. Lock core lists are generated on hard copies and can be picked up at FSC during business hours. Electronic files are not available at this time. Customers picking up will be required to sign the work order as being received. Copies will not be sent by interoffice mail for security purpose. Key records will be generated by FSC can be faxed, emailed, sent interoffice mail.
- B. Signature Authorization form -- It will be the department's responsibility to keep updated signature authorization information. Key forms will be sent back without proper approved signatures and not processed.
- C. Residential key requests - Keys for residents will be handled through RLH. Please contact the AC or approved designee in your area for assistance. This will include lost, stolen or broken keys.
- D. All other key requests are processed by Key Control in the Facilities Service Center
- E. All online Key request forms must be submitted by certifying signature email for verification purposes. Key request forms will no longer be accepted (by snail mail or walked over).
- F. Cross reference signature matches
- G. Signature authorization forms are referenced for verification
- H. Clerk checks the system to ensure that the individual does not have duplicate key on record.
- I. If a charge is applicable, the clerk puts charge on the receipt
- J. Lock shop picks up key request forms continually throughout the day.

3. Key Fabrication/completion

- A. Key Requests
 - Approved key request forms are collected from the FSC by the Lock Shop staff daily.
 - Keys are made according to the information in the lock shop spreadsheet.
 - Completed keys are stapled to the key request form and returned to the FSC.
 - Email will be sent when key(s) are ready for pick up at FSC.
- B. Lock Changes
 - UH Lock Shop is responsible for core changes that are requested campus wide. A billable work request is required before core changes may take place.

- A UH Lock Shop representative will contact the staff member listed under the work request's related document. Please provide the necessary information such as room number, building, person, phone number.
- If new keys are required, completed key request forms will be needed. Note on key form "LOCK CHANGE". This will notify the UH Lock shop that the key form is related to a core change.
- UH Lock Shop will discuss your core and security needs and will make recommendations.
- Keys will be cut if needed and the customer will be contacted in order to schedule core changes.
- Core changes due to theft or loss will be at the department's discretion. Core changes that will impact other departments in the building must be considered and will be the department requesting the core change responsibility to gain approval through the DBA or Dean of the other department (s). Please contact your building coordinator and UHPD for assistance.
- All lock change request are submitted through a work request.
- If new keys are needed, a separate key request must be submitted through the process described above.
- Approved key request forms are collected from the FSC by the Lock Shop staff daily.
- Keys are made according to the information in the lock shop spreadsheet.
- Completed keys are stapled to the key request form and returned to the FSC.
- Email will be sent when key(s) are ready for pick up at FSC.

4. Delivery

A. Departmental Keys

- The lock shop delivers all completed key requests with the requested keys attached in a coin envelope to the key request form to FSC
- Clerk at FSC will email the customer to inform them that the keys are available for pick up at key control.
- Once the customer has been issued the key (s), the records are updated to reflect the keys that the individual now has in his/her possession.
- Contact the Lock Shop for non- working key issues thru on line FAMIS self-service request.

5. Key Return

A. Departmental

- Key holder submits keys to FSC when keys are no longer needed
 - Key holder is no longer assigned that area
 - Key holder no longer works at University
 - Lock change has taken place resulting in inactive keys
- FSC staff will type name or people soft number into the database to review current outstanding keys.
- Returned keys will be documented by FSC staff in database and will issue receipt.
- FSC staff will inform individual in case additional keys that may be outstanding.
- FSC will contact certifying signature of non-returned keys for their area. The University of Houston clearance form will not be signed by FSC staff if all keys are not returned or accounted for.
- Plant Operations staff that is terminating from the university is required to receive Lock Shop staff signature on UH clearance form to ensure all temporary keys have also been returned.

- FSC staff receives keys and secures in FSC service area to be picked up by Lock Shop staff for recycling.
- Lock Shop staff will be responsible to ensure returned keys are made inoperable before submitting to Solid Waste.
- All Key Holders will be held responsible for keys assigned to them charges may apply.
- Departments will be responsible to return any keys that may have been returned by a key holder for their area. These keys must be returned immediately. Keys must be returned in person to FSC with identifying Key Holder people soft number for proper return for each individual.
- No keys shall be returned by interoffice mail. If keys are submitted by interoffice mail FSC staff will recycle keys only and will not be returned in database for each individual.
- Keys are not to be stored, housed or re-issued by individual departments or staff.

6. Billing / Campus wide (exclude SHRL)

- A. Work is performed only if a work request exists
- B. All recoverable work is submitted through a billable work request, which ensures that the correct department is billed for the services performed.
- C. Key Request - All keys are chargeable, (core change fee includes (one) key per core. A fee is required for all door, cabinet, desk, file, padlock, scooter, older automotive, tool box and any other miscellaneous type keys. New model type chip vehicle keys will be at market cost, contact Plant Operations Auto shop for cost & procedure.
 - This may be paid in cash or check.
 - A receipt is issued.
 - Receipts and collected cash/checks are turned in to the Plant Operations accounting department every month by authorized FSC employees.
- D. Keys may also be paid through a billable work request. No debit or credit cards are accepted.
- E. Keys cut incorrectly by the Lock Shop will be re-cut free of charge.
- F. Bent, or worn keys will be returned to FSC. A new online key request form will be required.

7. Plant Operations

- A. Temporary Key Issue:
 - The intention of temporary keys is to gain access for facility and operation staff for the maintenance, renovation and building infrastructure support
 - These are issued to Plant Operations personnel only, project managers, shop supervisors and other departments within Plant Operations.
 - A completed temporary key request form must be submitted to the lock shop.
 - The key request form must be signed by the requestor and by the supervisor of the requestor.
 - High level keys such as Building Master rings, Sub-master Keys must be returned to UH lock shop before end of each business day. Written approval from FOM director will be required for any extension of this policy that is needed. Access requiring these keys during nonbusiness hours such as weekends or holidays must be returned next business day.
 - The transaction is noted in the spreadsheet that maintains records of all outstanding issues.
 - Temporary keys must remain on campus property and secured if not in use.
 - Individual keys not returned within 30 days will be considered delinquent and no new keys will be issued until the delinquent keys are either returned or physically inventoried at the Lock Shop to re-issue for up to another 30 days.
 - Staff receiving keys temporarily will be held accountable for safe keeping and return, and will be held responsible until such time as they are returned to the lock shop.

- The Temporary key request spreadsheet is updated to reflect that the key has been returned
- Each month, the spreadsheet is audited for all outstanding keys
- A report is sent to the supervisor/ project manager
- Upon return of key, the return date is noted on the request form and returned to the requestor
- In the event that a key is not returned by the due date, the project manager or supervisor is contacted to notify them of the issue and to try to resolve it.
- Lost keys must be reported as soon as possible to the UH Lock Shop. Keys are considered university property and must be treated as such.
- Staff members are responsible for lost keys may be given, but not limited to verbal, written reprimand, leave without pay or possible termination.
- Department or division will be responsible for any charges due to core changes because of a lost key.
- The request form is completed in the lock shop under requestor's name or supervisor's name.
- Individual keys are to be issued on a 30 day basis, after which the keys must be returned or renewed.

B. Cougar 1 Cards (Plant Operations)

- Plant Operations staff dependent on staff position / title will require card access to enter perimeter and interior areas on campus.
- Access to all areas will be predetermined and assigned accordingly by the Lock Shop staff.
- Plant Operations staff is required to report any lost or stolen Cougar 1 Cards to their immediate supervisor. Supervisors and managers should report these events to the Lock Shop to secure any areas as needed.
- Cougar 1 Cards lost or stolen must be replaced immediately at the Cougar 1 Office. Staff will be responsible for any costs incurred.
 - Plant Operations staff failing to report lost or stolen cards will be held accountable, and may be given, but not limited to verbal, written reprimand, leave without pay or possible termination.
 - Loaning or borrowing Cougar 1 Cards is not permitted.
 - Opening doors and propping open to secure areas is not permitted.
 - De-energizing devices for entry is not permitted. Contact Lock Shop for assistance.
 - Key Watcher devices will require access by Cougar 1 Card. Supervisors and managers will be responsible to report missing, bent or broken keys or fobs in these boxes.
 - Access will be given by Lock Shop.
 - Key Watcher key rings may not be split apart for multiple uses.
 - Broken rings must be reported within that shift, removed from service and repaired by Lock Shop.
 - Lock Shop will keep a data base of existing keys and inventory at least once per year.

C. Machine Room Access (Plant Operations only)

- The FOM department has ownership for machine room space on campus, including elevator, high voltage vault space, tunnel, and roof access.
- FOM will assign staff on every Friday to be responsible for a visual inspection of all tunnel / machine room access to ensure it cannot be accessed by non - FM personnel.
- Storage of any flammable materials in machine rooms is not permitted.
- Doors must remain secure at all times. No propping, disengaging or removal of devices that keep doors closed, including but not limited to tape, rope, paper, coins, and metal plates.
- Any removal of door hardware must be requested to the Lock Shop thru a service work request.

- Signage will be placed on mechanical doors interior to remind staff on these guidelines.
- Report any missing signage to FOM to replace.
- Report any doors that do not secure to FSC for repair.
- Lost or stolen machine room keys must be reported to FOM director or designee within that shift.
- Loaning or borrowing of machine room keys is not permitted.
- Shared spaces such as IDF room (s) require addition access approval thru ITAC.

D. Minor & Planned Projects / Facilities Planning & Construction

- Staff that check out temporary keys during construction or renovation will be responsible for safe keeping and return.
- Lost keys must be reported within that business day to your immediate supervisor and Lock Shop Manager.
- Keys not returned or accounted for will be considered lost. Department will be responsible financially for any required lock changes and key charges that take place due to loss.
- Any space on campus that is added, deleted access changes including door or door hardware mechanical and electronic upgrades must be vetted through the Lock Shop. This includes lock changes or additions.
- Facilities Information / Information technology will be the authority on space identification and must be generated through this department.
- Mechanical brass keys cannot be loaned or borrowed.
- Vendors working on campus requiring mechanical brass keys will be required to fill out Vendor Access Control Form. Vendors will be held financially responsible for loss and will require lock changes and key payments.
- No propping of doors for random access.
- Staff will be contact for access needed for contractors, vendors, architects, consultants on campus. UHPD may only be contacted for access during emergency situations, life & safety issues and facility.
- Mechanical rooms will require FOM notification of access or work to be done. Contact FOM department for further instructions.
- Projects requiring extended access maybe be re-keyed on a temporary basis to a construction core that allows dual access to both vendor & FM staff. At all times Safety, Plant Operations and UHPD must be given access to all areas on campus.
- All master key systems MUST be generated thru UH Lock Shop and approved.
- Design guidelines and standards must be followed for keys and hardware.
- Substantial competition of any door locking projects will require a visual and testing of the Lock Shop. Electronic devices require addition approval and vetting thru Access Control System Administer for UH campus.

8. Student Housing and Residential Life

A. Keys

- All key requests for residents are submitted through the Residence Life Coordinators (RLC).
- In the event of a lost or stolen residential key, the resident should contact the RLC office immediately.

B. Loaner Keys

- The RLC will determine whether a loaner key shall be granted or if a lock change is necessary.
- In the RLC office, a duplicate key for each room is stored. This is known as a loaner key.
- SHRL staff will be responsible and held accountable on the issuance and tracking of emergency loaner keys. Loaner keys should never be removed in bulk from the department in which they are housed. The loaner key may be issued for up to 48 hours to give the resident an opportunity to locate the missing key.
- If the resident has not located the original key within the 48 hour timeframe, the resident may request the loaner key be reissued. This will be approved at the discretion of the RLC.
- If the resident is unable to locate the original key, a lock change is mandatory
- If the resident fails to return the loaner key within the 48 hour timeframe, a lock change is mandatory

C. Replacement Keys

- Replacement keys are granted if a key is broken or damaged
- The damaged key must be presented to the RLC as evidence
- If the requestor is unable to provide the evidence, a lock change is necessary.

D. The RLC will schedule a lock change by submitting a request through Plant Ops website

E. One request for each lock change is necessary.

F. Blades will be checked daily during UH business hours by Lock Shop staff on exterior doors verifying they are still in place at SHRL facilities. Blades should only be removed due to mechanical or electrical failure. Exceptions will be made at the beginning of the semester, start of school. Blades will be reinserted three weeks after the start of semester. Card access is the preferred method for student entry for exterior doors. SHRL must report the new insertion or removal of blades to the UH Lock Shop supervisor by e-mail. Please be sure to include in the e-mail the room number, building number and why this action has taken place.

G. After Hours Key-In

- Should the resident misplace a key or get locked out, the RA on duty is authorized to key in the resident after the identity presented has been verified.
- The proper documentation is required for each key in.
- Residents receiving this service are to be made aware that if they do not present their keys within a 48 hour period, the locks will be changed.

H. Delivery of Keys

- Residential keys are delivered to the RLC, RA or DA as needed by Lock Shop staff.
- Paper work is prepared by the lock shop admin to document the keys to be delivered.
- Any lock changes may now be completed.

I. Lock Changes

- No separate Key Request forms are necessary as all lock changes include new keys
- Keys are delivered by Area supervisors to the RLC or RLC's designee.
- After the locks have been prepared in the lock shop, keys are filed for Area Supervisors to collect.
- Locks are changed after delivery of keys is verified
- The locksmith performing the change is required to check in at the RLC prior to making lock changes, and carries copy of work order when completing the order.
- After a lock change has taken place, locksmith returns to RLC office to obtain signature on work order.

- Upon completion of lock change, Lock Shop staff will leave notification work has been completed for residents.

J. Move Out / Key Return

- Move Out (end of semester)
- Student moves out
- Lock changes
 - After a lock change, all prior issued keys should be submitted to the RLC when collecting new keys
 - RLC should place keys in labeled coin envelopes
 - These envelopes will be collected by the locksmith in batches while performing future lock changes
 - These keys are stored in the lock shop with the corresponding cores

K. Billing

- All work done at SHRL facilities will be processed through a billable work request.
- Students are billed through the Housing Dept., which is in close coordination with Facilities Management to ensure that students are billed in amounts reflective of cost.
- Go to http://www.uh.edu/plantops/services/access-control-shop/RLH%20Lock%20Change%20Rates_05072012.pdf for more information.

L. Key Watcher

- SHRL is responsible for monitoring and updating Key Watcher (s) dedicated for their staff use for residents living on campus.
- Central Services Lock Shop will support key replacement, etc. This is a billable request.
- Guidelines have been developed and approved by both SHRL and Plant Operations. Go to <http://www.uh.edu/plantops/services/access-control-shop/Access%20Control%20-%20%20RLH%20KeyWatcher.pdf> for more information.