

UNIVERSITY of HOUSTON
MANUAL OF ADMINISTRATIVE POLICIES AND PROCEDURES

SECTION: Facilities
AREA: Access Management System

Number: 09.06.01

SUBJECT: Key Control Policy

I. PURPOSE AND SCOPE

This document establishes the guidelines for the campus key control process which is designed to help protect the life, property, and security of each facility and its occupants and users. The Key Control Policy establishes a recorded chain of accountability and access for all credentials, key holders, and locations. Implementing a proper key control process preserves and restores campus security and helps in a timely manner.

II. POLICY

This policy determines key issuance authority and defines the procedure of issuing the appropriate level of keys to individuals.

III. DEFINITIONS

A. Key Access Services (KAS) – The team of individuals assigned to maintain the issuance of keys while abiding the guidelines and procedures related to key management. KAS is authorized to propose necessary changes to key policies and procedures.

B. Hard Key (Key) – Physical key allowing access into a room or building. Keys do not have history or tracking capabilities. Keys are considered University property.

Note: Physical keys are not considered a swipe card for access.

C. Key Holder – The individual that will keep the key in their possession in order to access assigned areas on campus. Individuals are responsible for returning keys no longer needed in order to maintain an accurate record.

D. Picture ID – Cougar Identification (ID) Card, State Driver's License, or Passport.

E. AccessUH – The portal available for all students, faculty and staff to use to login to specific campus resources. (<https://accessuh.uh.edu/login.php>)

F. UHPD – University of Houston Police Department, part of the UH Department of Public Safety (713-743-3333 is the non-emergency phone number).

IV. KEY CONTROL MANAGEMENT

A. Facilities/Construction Management appoints Key Access Services (KAS) authority to implement all guidelines and procedures related to the facility's key management system and are charged with executing and enforcing key control guidelines and procedures.

B. KAS will set guidelines and methods for the issuing and collecting of all keys.

- C. KAS shall utilize an effective key control management process assigning KAS staff to maintain its use.
- D. KAS shall utilize key issuance authorization levels determined by the type of key. The general rule shall be that an authorizer may only approve keys for spaces directly under his/her control. In some cases, more than one authorizer may be required.
- E. The Lock Shop, unless otherwise directed, is responsible for making keys, plus installing and maintaining locks and cylinders.

V. KEY CONTROL INFORMATION

- A. KAS and the Lock Shop stores all keys in a secured locked cabinet.
- B. KAS will perform weekly physical inventory of the remaining keys on-hand in the KAS office.
- C. All keys remain the property of the University of Houston.
- D. An employee's requirement for access alone, when access can be accomplished by other means (such as unlocked doors, request for entry, intercoms, timers, card reader, etc.), shall not convey automatic entitlement to a key.
- E. Keys shall be serialized or numbered.
- F. Types of keys and approval authorities:
 - 1. Individual keys – Department Certifying Signatories
 - 2. Master keys – Dean or Vice President and Certifying Signatories
 - 3. Building master keys – Dean or Vice President and Certifying Signatories
 - 4. Exterior Door key – Assistant Vice President of Public Safety and Security and Certifying Signatories
 - 5. Sub-Master keys – Dean or Vice President and Certifying Signatories
 - 6. Mechanical/Maintenance keys – Facilities' Approvers and Certifying Signatories
 - 7. Security keys – Department Certifying Signatories
 - 8. Bypass keys - Department Certifying Signatories
- G. All Student and Residential Life keys are handled using the procedures found in the [Student Housing and Residential Life \(SHRL\) Housing Resource Guide](#).

VI. EMPLOYEE RESPONSIBILITIES

- A. Employees shall only use their keys to access their assigned work areas and should lock doors when leaving.
- B. Employees shall also ensure that keys are safeguarded and properly used at all times.

- C. No person shall knowingly alter, duplicate, copy, or make a facsimile of any key to lock(s) of the University of Houston.
- D. Keys shall not be transferred from one individual to another.
- E. The unauthorized possession, use or reproduction of a key may constitute theft or misappropriation. Any employee who violates this guideline may be subject to disciplinary action, up to and including termination.
- F. Persons entering locked buildings or spaces are responsible for re-securing all doors and shall not prop open any doors.

VII. KEY PROCEDURES

A. Requesting Keys

1. An individual key request is completed through [AccessUH](#) by choosing the FIX-IT icon and selecting the Key Request Tab.
2. Key requests can be submitted by the key holder or a designee.
3. Key requests will be routed to the proper authorizer(s) for approval.
4. There is a \$10 charge for each key. It is at the discretion of the key holder's department who is responsible for payment – the key holder or the department.
5. Submaster and Building Master key requests forms are available through [AccessUH](#) by choosing the FIX-IT icon and selecting the Key Request tab. The form should be completed in full including the certifying signatories and approvals and then submitted to kas@uh.edu.
6. All key requests will be approved by an authorized signer(s), in addition to the key holder, before issuing. Each key can have its own appropriate level of authorization. Higher level keys may require higher levels of authorization.
7. Keys are issued by need, not desire.
8. Individuals may be issued only one copy of each key. Exceptions must be approved by the Assistant Vice President for Campus Safety for multiple keys.

B. Key Pick-Up

1. Keys must be picked up in person.
2. A Picture ID is required upon the issuance of a key.
3. A Key Pick-Up Authorization Form may be used if the key holder is unavailable to pick-up the key in person. The form can be found through [AccessUH](#) by choosing the FIX-IT icon and selecting the Key Request tab. A completed form is needed along with the designee's Picture ID during pick-up.
4. The key holder or the designee will sign off acknowledging issuance of the key.

5. If the key holder's department is not covering the cost of the key, payments will be required during the pick-up process. Only credit/debit cards are accepted for payment.
- C. Returning Keys
1. All keys shall be returned to KAS by the key holder of record.
 2. During the return process, the key holder's full-name and Cougar ID number are needed in order to process and remove the returned key from the key holder's record.
 3. All keys found without a known key holder shall be returned to the [UHPD's lost and found](#).
- D. Non-Returned Keys
1. All lost or stolen keys should be reported immediately to the UHPD.
 2. When any keys are lost or stolen, KAS shall investigate and make a recommendation to the AVC/AVP for Facilities/Construction Management if a rekey of the locks is necessary.
 3. If rekeying is deemed necessary, a billable service request should be submitted by the department responsible for losing the key through the FIX-IT Customer Service Center. (<http://www.uh.edu/fixit>)
 4. All rekeying charges will be processed through the work order system.
 5. In order to remove any lost or stolen key from the key holder's record, a UHPD case number must be submitted to KAS.
- E. Key Audits
1. A campus-wide annual key audit will be initiated by KAS with the help of the primary certifying signatory or designee to ensure proper accountability of keys.
 2. Each primary certifying signatory or designee has the ability to conduct key inventories for each key holder as necessary throughout the year.
 3. KAS will audit key data weekly to ensure data accuracy in the Key Control Management Software System.

VIII. REVIEW AND RESPONSIBILITY

Responsible Party: Associate Vice President for Facilities/Construction Management

Review: Every three years on or before October 1

IX. APPROVAL

Jim McShan
Senior Vice President for Administration and Finance

Renu Khator
President

Date of President's Approval: February 23, 2017

X. REFERENCES

[AccessUH](#)

[FIX-IT Customer Service Center](#)

[UHPD's Lost and Found Web Site](#)

[Student Housing and Residential Life \(SHRL\) Housing Resource Guide](#)

[MAPP 07.01.04 – Disposition of Lost and Found Personal Property](#)

REVISION LOG

Revision Number	Approved Date	Description of Changes
1	02/23/2017	Initial issue