



*Customer Guide
To Re-Key
Projects*

Commonly Asked Questions About Re-Key Projects

1. Must each person report to Facilities to pick up their keys?

Facilities will coordinate one on-site visit at your designated location, at a time determined by your department representative, in which all available department key holders can sign for and receive their keys. This key release appointment is typically a one-hour time range where a representative from Facilities is available to release your keys. Each key holder must sign for his/her own keys.

In the event a faculty/staff/administrative person from your department is not available or cannot be present at the pre-arranged on-site visit, that person will be responsible for picking up his/her own keys in Facilities during normal operating hours. Facilities hours of operation are 7:30 a.m. to 4:30 p.m. (September – May) with continuous lunch hour coverage and 7:30 a.m. to 4:00 p.m. (June – August) with continuous lunch coverage.

If any person in your department is unable to be present for the on-site visit, and is unable to pick up their keys during normal operational hours, please contact the work Control Center at x31594.

2. Can the department secretary hold a room sub-master key?

Yes, the department secretary can hold a sub-master key, given the following conditions:

- ❖ The requested key-holder needs access to all areas that the sub-master key controls.
- ❖ The requested key holder has obtained the signature of the department's Dean or Director on the Key Authorization Request Form in the space marked "Authorizing Official".
- ❖ The departmental secretary does not currently hold other keys that would operate the same spaces (if this is the case, please see additional conditions under item #3 pertaining to the appropriate signature levels for "file keys").

3. Can "file keys" be issued?

Yes, file keys can be issued under the following conditions:

"In most situations, only one (1) key per room, building or area will be issued to any individual as the issue of multiple keys to individuals or departments for reassignment to others circumvents individual key accountability. However, in specific situations where an individual has responsibility for a service area of specialized unit which requires multiple access and/r must be accessible more than one shift, up to two (2) additional keys will be provided upon approval by the appropriate Vice President. This individual assumes responsibility for these keys and their distribution."

(Kutztown University Policy 1994-108, Section D.3.B)

4. Who should sign as the Authorizing Official on the Key Request Form?

The Authorizing Official signature required depends on the level of key being requested. The requirements are outlined below.

- ❖ Grand Master keys – University President
- ❖ Building Sub-Master keys (for a set of buildings) – Vice President
- ❖ Room Sub-Master keys (for a set of rooms within a building) – Deans and Directors
- ❖ Individual Building and Room Keys – Department Head or Chairs

Keep in mind that these levels are the required level of signature as designated in the Kutztown University Key and Lock Policy 1994-108. Changes in Authorizing Officials can be made by submitting a Key and Lock Authorizing Officials Form to the Office of Physical Facilities. This form is used to delegate key signature authority. If you need one of these forms, please call the Work Control Center at x31594, and we will be glad to provide you with the form. Otherwise the Office of Physical Facilities will observe and support signature authority as it is outlined in the Key and Lock Policy.

5. Who can authorize access to our spaces?

See Item #4 above. Your Authorizing Official can only sign Key Forms for spaces/key holders as outlined in the Key and Lock Policy. If you or your staff/faculty/administrators wish to have access to offices inhabited by another department please have the appropriate Authorizing Official for that area sign the form. Likewise, other departments wishing to have access to your office spaces will be requested to obtain the appropriate Authorizing Official signature from your department.

6. Can students hold keys to our spaces?

Yes, student personnel can hold keys to your department offices, and any other spaces, provided the Key Authorization Request Form carries the appropriate Authorizing Official signature for the space(s) they are requesting. Please designate that the key issue is temporary with a tentative end date on the upper right corner of the Key Authorization Request Form. so that Facilities can properly track these keys. For example, if you typically hire one (1) semester student positions, then mark “Temporary until 00/00/00” on the top of the Key Form. Facilities will place a termination date on that person’s electronic key holder record in Facilities. If the keys are due to be returned, but the key holder fails to return the keys to Facilities, we will notify the Authorizing Official of the potential security issue. New keys are typically stocked in the Work Control Center and can be issued quickly to replacement personnel if they are properly returned to the Facilities Office when a person leaves their required duties with your department.

7. Who do I call if there are problems with my keys, my locks, etc.?

Call the Facilities Office Work Control Center with any problems you may have with your new keys/locks. Additionally, if you have questions regarding Key

Authorization Request Forms, or Key and Lock Authorizing Official Forms, contact us at x31594.

8. How many keys am I going to have?

You will be issued the least number of keys necessary based on the spaces for which you have requested access. Keys to all areas will be issued with the understanding that the lowest level of access necessary to fill the request will serve as the overriding factor in deciding how many/what types of keys shall be issued.

9. Do I need to request keys for the custodial service people in our building?

No. The custodial services and maintenance technicians who will need periodic access to your space have been given an alternative access method.

10. Are there any other people I might need to consider when submitting Key Authorization Request Forms?

Public Safety, and the University Safety Specialist are, by provisions in the Kutztown University Key and Lock Policy 1994-108, given keys for access. There is no need for you to request keys for these groups.

Custodial and Maintenance staff will be provided access to your space through the use of specialized “lock blocks” located in their custodial/mechanical spaces. This allows them to retrieve sequenced keys to access your space in order to perform necessary functions. During the time in which they have the sequenced keys in their possession, a similar sequenced key with a unique number is trapped in the “lock block” until the key that operates your area is returned to the block. In this way, Facilities will limit the number of keys issued to their employees, limit the number of people who have access to your space, and insure that emergency services can be provided.

If you would like to give access to any of the other service groups listed below, please submit a Key Authorization Request form with the name of the designated key holder in the service department, and the appropriate Authorizing Official Signature.

- ❖ Mail Services
- ❖ Information Technology
- ❖ Storeroom Delivery Representatives

11. What do I do with my old keys?

When your new keys are issued at the on-site key release, the Facilities representative will provide your department with Key Return Envelopes. When the re-key has been completed, and we are assured that everyone has access to the appropriate areas, we will request that you return any keys you are currently holding from the “old” keying system. Return keys can be placed in the envelope provided. Each envelope should be marked with the name of the person who is returning the keys. This will ensure that the returned keys are “credited” to the appropriate key holder record.

If you have any questions that were not covered in this brief presentation, please contact the Facilities Office Work Control Center at x31594 for assistance.