

Building Keys: Appendix D – Student Room Key and Lock Management
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- I. Each residential community will have a secure key box for storage of student room keys. When the building is not occupied, the key box will be kept locked and will contain keys for each room or apartment equal to the capacity of the room/apartment plus one. Key boxes will be maintained by building staff during the time buildings are open.
- II. All resident room keys must be accounted for either by residing on the correct hook in the community/building key box or being recorded as checked out to a student or staff. The key content of the key box will be verified at every front desk shift change. Any discrepancies must be reported immediately to the RHD.
- III. Keys will not be issued to residents in absentia. Each resident will have room keys issues to them via StarRez. During the issuance of keys staff must:
 - A. Request each resident present their ID to ensure the resident is assigned to the room for which the key is registered
 - B. double-check the key codes
 - C. Issue the key in StarRez
 - D. hand the key directly to the resident.
- IV. Requests for student room or mailbox lock changes should be made through AIM Ready by the area administrative assistant or higher-level staff member.
- V. Student room lock changes will be made for the following reasons:
 - A. Lost or stolen keys
 - B. After-hours lock malfunction (e.g., emergency core change)
 - C. Suspected breach of security
 - D. Administrative lock-outs.
- VI. Students may not request a lock change through AiM Ready, but must request through RPS staff.
- VII. In the case of lost keys or keys left at home, the “extra” key for each room is to be used as an emergency key. Emergency keys can only be issued for a 24-hour period. After the 24-hour period, the room will need to be re-keyed at the student’s expense.
- VIII. If more than one resident of a room reports a lost key during the same 24-hour period, the community staff must request a lock change for that room and the students concerned will split the cost.
- IX. Broken or bent keys can be replaced with no fee to the student if both ends of the key are present. Otherwise, replacement will become the financial responsibility of the student.
- X. All residents must return their key(s) through the proper procedure. Any key not returned in this method will be considered lost and the student’s account will be charged accordingly.
- XI. The Key Shop will prepare all materials needed to change the requested locks.
- XII. Room locks will be changed, and new keys will be delivered to the community/building front desk. The appropriate paperwork (Record of Core and Key Exchange) will be signed by the staff member who is accepting the keys.
- XIII. Once delivered and signed for, accountability of the student room keys become the responsibility of RPS.

- A. New room and mailbox keys will be delivered to the appropriate front desk and placed in the key box by RPS staff.
 - B. Old keys will be removed and deemed dead keys and returned to the Key Shop at the end of each semester or when requested.
 - C. The area administrative assistant will be provided the new key codes and will update those in StarRez.
 - D. Students will be notified that new keys are ready to be picked up at the front desk. At the time the Key Shop changes the core, a notice will be placed on the door informing of the core change.
- XIV. Keys to student rooms that are no longer valid due to lock changes will be returned to the Key Shop for disposal.
- XV. An annual audit of each student room key box will be conducted by the Key Shop. The Key Shop will work with the Community Admin and the appropriate RPS Assistant Director to schedule the annual audit.
- XVI. Before fall and spring move-in, Keystone and StarRez reports for cores/keys installed in doors will be run and compared. Discrepancies will be investigated and reconciled by the Key Shop to have accurate data in both systems for the upcoming semester.
- XVII. RHDs will conduct a daily inventory of all checked-out keys as listed on the daily report generated by StarRez. Any issues found will be rectified.
- XVIII. On a monthly basis, the Key Shop will generate a report for all cores changed during the previous month. Each community will use this report to review all cores changed as to ensure accurate data in StarRez.
- XIX. After move-out, each community will conduct a student room key box inventory. Any room found with a deficient number of keys will be submitted for a core change.

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