

## **BUILDING KEYS: APPENDIX E – RESIDENT TEMPORARY KEYS**

### **Section:** Facilities

**Policy:** Residents and their approved partner/dependent(s) may request the use of a temporary key to access their University Housing assignment, when needed. Temporary keys must only be used for the purpose it was given.

**Purpose:** The purpose of this policy is to establish guidelines for the issuance of use of temporary keys to residents and their approved partner/dependent(s).

**Scope:** This policy applies to all residents and their approved partner/dependent(s). This policy does not apply to housing professionals and graduate staff living on campus.

### **Procedure:**

- I. All University Housing residents and their approved partner/dependent(s) are eligible to check out temporary key for their assigned space from the community desk under the following circumstances:
  - a. Key locked inside their assigned unit
  - b. Misplaced key
  - c. Lost key
  - d. Stolen key
  - e. Damaged/malfunctioning key
  - f. Suspected breach of security
- II. Residents and/or their approved partner/dependent(s) must present a valid photo ID at the community desk when requesting a temporary key.
- III. The residents and/or their approved partner/dependent(s) must complete a Temporary Key Request Form at the time of the request, indicating the reason for the request and acknowledging the terms of this policy.
- IV. Before issuing the temporary key, the community services assistant (CSA) will verify the identity of the resident or their approved partner/dependent, via photo ID or by confirming information in StarRez (e.g., #81, primary address). The CSA will also verify that the resident or their approved partner/dependent is assigned to the space for which they are requesting the temporary key.
- V. Once the resident or their approved partner/dependent is verified, the CSA will issue the temporary key to the resident in StarRez and then give the key to the resident or their approved partner/dependent. StarRez will send an automated receipt via email to the resident noting the time that the key was issued.
- VI. The CSA should call their supervisor or the Residential Programs and Services (RPS) professional staff member on call if they are unable to verify the resident or their approved partner/dependent's identity or unit information, or should they suspect the individual at the desk is not approved to access the unit.
- VII. The temporary key must not be duplicated, tampered with or given to others. Any misuse of the temporary key, including duplication or providing it to unauthorized individuals, may result in disciplinary action and potential fees.
- VIII. The resident or their approved partner/dependent must return the temporary key to the community desk within 30 minutes of checking it out.

- IX. Upon return of the temporary key, the CSA will mark the temporary key as received in StarRez and StarRez will send an automated confirmation email to the resident noting the time that the temporary key was returned.
- X. If a temporary key is not returned within 30 minutes, a late temporary key fee of \$30 will be assessed to the resident's student account.
- XI. Continued late returns may result in disciplinary actions and/or additional fees.
- XII. If the temporary key is not returned within 24 hours, a work request must be submitted via AiM requesting a lock core change and a lock security fee will be assessed to the resident's student account. Should a lock security fee be assessed to a student account, the \$30 late temporary key fee will be waived.
- XIII. If the temporary key is damaged beyond normal wear and tear by the resident or their approved partner/dependent, the resident will be charged a key replacement fee.
- XIV. If the temporary key is lost or misplaced, a work request must be submitted via AiM requesting a lock core change and a lock security fee will be assessed to the resident's student account.
- XV. If the temporary key is stolen, a work request must be submitted via AiM requesting a lock core change and a lock security fee will be assessed to the resident's student account. The lock security fee may be waived if the resident provides a copy of a police report.
- XVI. Any misuse of the temporary key, including duplication or providing it to unauthorized individuals, may result in disciplinary action and potential fees.
- XVII. In case of emergencies or unusual circumstances, where a resident or their approved partner/dependent is unable to return the temporary key within the stipulated timeframe, the RHD is authorized to waive the \$30 temporary key late fee. In such cases, the resident should email the RHD for consideration.

| Created and approved by management team: August 27, 2024