

GUIDELINES:

The continued expansion of University facilities calls for an enhanced control and documentation of guidelines for all key issuing, including Master, Sub-Master and Exterior Door Keys.

PURPOSE:

To establish guidelines for all departments designating individuals responsible for authorizing key requests. This will allow Plant Operations to enact key control for all inbound key requests. Secondly, these guidelines communicate the authorization levels required for individual keys, sub-master keys and master keys. Finally, these guidelines are to establish procedures for limiting the issuance off exterior door keys to emergency and life-safety personnel only, where perimeter card access exists.

DEFINITIONS:

1. Individual/Room Key: Mechanical brass key that will allow access into a room or department assigned area.
2. Sub-Master Key: A key that opens locks in more than one space but not all spaces in a specific building.
3. Master Key: A key that opens all doors in a specific building or floors.
4. Grandmaster keys- Mechanical brass keys assigned to Facility / Safety / Police staff that will operate numerous buildings or areas.
5. Exterior Door Key- Mechanical brass key that allows access to a public space.
6. Roof Access key- Mechanical brass key that allows entry onto campus roofs.
7. Mechanical room key- Mechanical brass key allowing access into campus facility mechanical rooms and chases.
8. Temporary Keys: Keys that are issued on a temporary basis to Project Managers, Facilities technicians and contractors for construction and repair. These keys are issued from the Lock Shop on a 30 day basis.
9. Lock Shop - General Services Building #585, located 4211 Elgin St., Room 168, Houston, TX. 77204. Business Hours: M – through F, 7:00 am – 6 pm. Phone: 713.743.5763. Email: locksvc@ central.uh.edu
10. Key Control: Key Control is a function of the Facilities Service Center (FSC), and is operated by Facilities Management. It is housed in the General Service building #585, room 123, 4211 Elgin St. Houston, TX. 77204. Hours of operation: Monday-Friday 7:00am-10:00pm, Saturday 7:00am-4:00pm, Sunday 12:00pm - 8:00pm.
11. Key Request Form: Multiple copied form (4) copies, White- (Key Control) Yellow-(Lock Shop), Pink- (Requestor), and Gold- (Requesting Dept.) These forms can be purchased from our Print Dept. Use of these forms are permitted only for individual keys. The practice of transferring keys has been discontinued by the University, therefore the “Transferred To” and “Transferred From” lines on the key request form are considered to be invalid. Please see the guidelines below for further clarification.
12. Sub –Master / Building- Master Key request form: This form is found at the Plant Ops Key & Lock website. This form will be used by all departments to request submaster and building masters.
13. Certifying Signature list – This list can be found at <http://www.uh.edu/finance/pages/References.htm>. It is required for all keys assigned to individuals on a permanent basis.

BACKGROUND:

1. As we continue to refine our key control process, it has been made evident that there is some uncertainty on campus as to what authority is granted to key request authorizers, and what level of key they may request. This document is an effort by Facilities Management to communicate these guidelines campus wide, and thereby enabling key control to process department key requests for efficiently, better serving customer needs. Physical mechanical brass keys are considered University property and must be returned.
2. Due to the high level of approval required for Master and Sub-Master Key requests, delays can be expected. When electronic signatures become available, this process can become more efficient.

GUIDELINES:

1. Individual key requests by department
 - a. All departments must complete the key request form to request individual department keys
 - i. Certifying signatures are required for approval.
 - ii. The department can designate a secondary signature that follows their guidelines. Typically this is the Department head or DBA.
 - iii. A legible signature must be present on the form. Print name by signature if needed.
 - iv. The form must either be mailed or hand delivered to Key Control.
 - b. No keys request forms will be processed without legible, completed information. Required field are:
 - i. First and Last name
 - ii. Phone number
 - iii. Employee ID
 - iv. Department/Division
 - v. Number of keys requested
 - vi. Room number
 - vii. Building Name and Number
 - viii. Approved by division administrator/certifying signature
 - c. Key Control will communicate with the requestor either by phone or e-mail when key is ready for pick-up. Keys not picked up within 30 days will be returned to the Lock shop.
 - d. Duplicate Key Request Forms can be purchased from Printing and Postal.
 - e. Once received, key requests take 2-3 days to process.
2. Sub-master / Master key requests
 - a. All Sub-Master and Master key request require the department to use the approved Sub-master /master key request form instead of the 4-copy Key Request form. The form and accompanying guidelines can be located by going to <http://www.uh.edu/plantops/services/access-control-shop/> and under Quick Links.
 - b. All Sub-master /Master key request require certifying signatures and VP or Dean's approval in order to be processed.
 - c. The requesting department will complete, print, sign, scan and email the form to the Lock Shop email: locksvc@central.uh.edu. All forms must be typed and should not be handwritten. Any handwritten form received will be returned to the requestor.
 - d. The requesting email must originate from the certifying signature in order to be processed.
 - e. The Lock shop will complete the required room information and forward the request to the Office of the Public Safety.
 - f. Public Safety will approve or deny the request and send the form to Key Control.

- i. If denied, Key Control will communicate with the requestor
 - ii. If Approved, Key Control will process the request
 - g. Master Keys requested for a VP or Dean will be approved by Public Safety.
 - h. Multiple building requests are not permitted on one form. Separate requests are required for each.
- 3. Exterior Door Keys
 - a. Exterior door keys to facilities with perimeter card access will only be issued to emergency safety, facility and IT personnel.
 - b. When card access is installed on existing facilities, the locks will be changed (re-cored).
 - c. All new facilities will have card access installed and following the guidelines above when issuing keys.
- 4. Mechanical Room Keys
 - a. Keys will be issued to Facilities Management personnel only.
 - b. All requests must be approved by utilities services.
- 5. Key issuance
 - a. Keys will only be issued to the requestors listed on the Key Request Form, unless the requestor has signed a waiver allowing the key to be released to another party.
 - b. Keys are not to be transferred to other individuals.
 - c. Keys must be returned by the individual to whom the keys are issues, and a new Key Request form must be completed by the requestor.
 - d. All University keys must be returned upon termination of employment.