



City of St. John's Corporate and Operational Policy

Policy: 05-01-08 Key Control Policy

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Index: 05 Property and Facilities

Section: 01 City Property

Title: 08 Key Control Policy

Purpose

The City of St. John's, through the Building and Property Management Department, is responsible for facilities key control and for performing all maintenance and repair of locking systems. The authorizing department or unit and the key recipients also have certain responsibilities for keys.

Policy Statement

City of St. John's Building and Property Management

- Approve all key requests.
- Issue keys to individuals or departmental designees assigned to control keys.
- Conduct periodic surveys and audits of facilities departments and units to determine compliance with policy.
- Approve all new access control systems and modifications to existing systems, in consultation with User Departments.
- Maintain current, accurate key control records.
- Create and maintain a keying system that provides security and convenience to departments occupying City facilities.
- Fabricate all keys and combine cylinders.
- Issue periodic reports as required.
- Perform all maintenance and repair of locking systems.

- Consult with User Departments concerning records of lost or stolen keys and decisions to rekey.

Authorizing Department (Division - *Manager*)

- Initiate requests for all keys issued to their staff both full-time and part-time.
- Return keys to the Property Management Division when individuals no longer need assigned keys or when they terminate employment with the City or transfer to another department.
- Be responsible for the proper assignment of keys and the prompt completion and return of New Key Request form to the Property Management Division in instances where keys are issued by the department rather than the Property Management Division.
- Report lost or stolen keys to the Property Management Division immediately.
- Bear the cost of non-returned keys by paying the lost key charge and rekeying costs when staff or groups representing departments do not return issued keys upon termination or transfer.
- Maintain current, accurate records and adopt procedures to maintain adequate security within the assigned departmental or unit areas, if allowed to assign keys or make key transfers.

Key Recipients

- Use keys issued to gain access to the assigned work area only and to maintain security.
- Ensure that all access to the assigned work area is locked when leaving the area or at the conclusion of work.
- Return to the Division Manager or designee all issued keys that are no longer needed due to reassignment to different space or to termination of employment.
- Do not exchange or lend keys.
- Report lost or stolen keys to the Property Management Division immediately.
(Individuals responsible for lost or stolen keys shall pay lost key charges and rekeying costs if rekeying is deemed necessary by the Property Management Division to maintain building security).

Penalty for Unauthorized Key Use

Any person who knowingly makes, duplicates, possesses or uses keys to City premises, without authorization from the Property Management Division, will be subject to disciplinary action by the City.

Requests for Rekeying

Where circumstances warrant, departments may request rekeying of locks. These requests may result from new access needs, lost keys, etc. Requests for rekeying should be submitted in writing to the Property Management Division for review and determination of appropriate action. Requests for rekeying are not considered routine maintenance, and departments requesting rekeying will be charged for the work.

OFF Systems

When it is deemed necessary to remove an area from the master system, the requesting department will send a written request, with appropriate justification through their own Department Head to the Property Management Division for review. Once the request is approved by the Department Head and Property Management, the Hardware Technician will combine the necessary cylinders and cut the keys requested. No extra keys will be kept, nor will any be cut except with a properly authorized New Key Request form.

If the request is approved, the department must furnish the Property Management Division with the name and phone numbers of two people who will be available for after hours calls should an emergency arise in the area. In the event that these individuals are unable to be reached and the safety of the building and/or occupants makes it necessary to force entrance, the user department will be liable for the cost of repairs.

Special Door Locks

Under most circumstances, the City will not allow the installation of any door locks which do not conform to the standard lock systems in use at City facilities. Any department requiring special door locks should send a written request, with appropriate justification through their own Department Head to the Property Management Division for review. The Department Head and Property Management Division will determine if there is a demonstrated need that cannot be met by the existing keying systems. Once the request is approved the Hardware Technician will install the necessary equipment. Departments may not order and/or install any locking device on any door without the written approval of the Property Management Division.

Departmental Keys

Departmental keys are keys that will be used by several people within a department. They will remain, secured at the City after working hours. These keys are for use during normal working hours and are not to be taken home by the individuals using them. A member of the department will have custody of the these keys and will be responsible for them. Keys must be kept at all times in a secure cabinet approved by the Property Management Division.

Key Transfers

Where deemed necessary and authorized by the responsible Department Head, departments may be permitted to handle key transfers and check out keys. Authorized departments must agree to initiate the appropriate paper work and keep

it current. Authorized New Key Request forms must be sent to the Property Management Division in order to maintain proper record keeping. Returns will be credited to the individual returning the keys. No charges will be made for key transfers. This service will continue as long as the departments and individuals maintain accurate, current records and inform the Property Management Division of all transactions. Departments will be held accountable for all keys issued to them. As a general rule, the loss of keys through key transfers will require that locks be changed when keys cannot be accounted for.

Contractor Keys

Contractors needing access to portions of City property (i.e. telephone installation/service, elevator service, vending, etc.) will be issued keys through the Property Management Division. Contractors will be responsible for all rekeying costs in facilities affected should the key be lost or not returned on time. Before keys are issued to them, all contractors will be required to sign an agreement to pay rekeying costs for areas affected by lost or non-returned keys. **All contractors will have to deposit \$100.00 before any keys are issued. This deposit will be placed with the cashiers office at City Hall.**

User Group Keys

User Groups needing access to portions of City property (for use such as field rentals, facilities rentals, etc.) will be issued keys through the Recreation Department. User Groups will be responsible for all rekeying costs in facilities affected should the key be lost or not returned on time. Before keys are issued to them, all User Groups will be required to sign an agreement to pay rekeying costs for areas affected by lost or non-returned keys. **All User Groups will have to deposit \$50.00 per set of keys before any keys are issued. This deposit will be placed with the Recreation office at the HGR MEWS CENTRE.**

New Key Request Forms

New Key Request forms will be available to all user departments. Additional forms can be obtained by contacting the Property Management Division. Forms must be completed fully to ensure prompt service. Direction for completing these forms are printed on the reverse side.

Lost or Stolen Keys

Lost or stolen keys must be reported to the Property Management Division immediately upon discovery of loss or theft. Any individual issued a City key is responsible for its safekeeping and for any charges associated with its loss or theft. Locked filing cabinets, desks, or vehicles are not considered to be secure storage

for City keys. Keys reported missing or stolen from desks, cabinets, lockers, vehicles, etc. will be assessed as indicated below. Keys that must be stored, must be locked in an approved storage cabinet.

Replacement keys will be issued only after submission of a completed New Key Request form to the Property Management Division and payment of lost key charges and rekeying charges where applicable. Lost or stolen key charges shall be determined by the Property Management Division. Charges shall be reviewed annually for adequacy and changed as deemed necessary. Charges will be assessed as indicated below in Table I. As a general rule, this policy requires the rekeying of rooms, areas or buildings whenever keys are lost or stolen. The user department responsible for the loss of keys will be charged for such loss, and disciplinary action will be dealt with internally by that particular department.

A review of each instance of lost or stolen keys shall be conducted by the Property Management Division. The mandatory rekeying policy can only be waived by written request of the Department Head and concurrence by the Director of Buildings and Property Management who agrees that rekeying will not be necessary to maintain security and that they accept responsibility for the decision and consequences of not rekeying.

TABLE I

Lost or Stolen Key Charges

Individual door	\$10	Outside door	\$20
Sub-master	\$50	Building Master	\$100

Regardless of the number of keys involved, when keys are lost or stolen, no individual will be required to pay more than **\$500** and no department more than **\$5,000** per occurrence.

Application

Responsibilities

Department of Building and Property Management.

Definitions

References/Appendix

Monitoring and Contravention

Approvals

Public Works and Environment Standing Committee report April 8, 1999; Regular Meeting of Council April 20, 1999.

Review Period

Available to Public

- ☐ Yes
- ☐ No