Housing Key Control Procedure
Version: 1
Responsible Executive: VP, Community Life
Responsible Offices: Accommodation Services
Date Issued: 1 November 2016
Date Last Revised: 1 April 2023

1.0   Purpose

1.1   This document sets out the procedures for the management of all keys associated with housing units relating to the administration of a Housing Agreement or facilitating a ticket raised from the FM call center.

2.0   Scope

2.1   AS HKC distributes, receives and monitors all KAUST residential door keys. Keys for cabinets, lockers, drawers and other furnishing are not covered under the provisions of this procedure.

3.0   Definitions and Abbreviations

AS	-	Accommodation Services
App	-	Appendix
HKC	-	Housing Key Control
FM	-	Facilities Management
Damaged items, items with extraordinary 'wear & tear'		Item defects as a result of negligence, repeated actions, poor handling, willful or deliberate damage HKC may require a supporting security report of how the damage/loss occurred before attending to task.
iFob	-	metal iFob permanently attached (using a tamper proof security seal) to keys or keysets, consisting of a nickel plated brass cylinder, with an electronic chip, giving each key/keyset a unique identity.
Key	-	key with iFob and security ring, key cards, assigned access codes
Proponent	-	Signatory faculty member, researcher or department representative responsible for cost center charges
Service keys	-	Keys held by resident representatives acknowledged and approved solely for the use of providing access to approved residential units by maintenance, materials management, housekeeping and emergency services.
Set of keys	-	Keys for all unit doors including an iFob and security ring
Lock in	-	when an individual is unable to exit a unit or room through a door due to a lost or broken key or defective lock
Lock out	-	when an individual is unable to access a unit or room due to a lost or broken key or defective lock

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Procedure

4.0   Key Issuance

4.1   **Key Handover Terms and Conditions:**

4.1.1   Resident will be charged for any lost or broken keys.

4.1.2   It is the resident's responsibility to return all keys upon final departure or undertaking an internal move, to an appointed member of the Accommodation Services Team

4.1.3   Residents are not permitted to change any locks.

4.1.4   Resident will only return keys after a final departure inspection by Accommodation Services.

4.1.5   Residents should not lend other people their keys or give out copies of the keys.

First Time Unit Occupancy

4.2   **Applies to unit key issuance to KAUST residents receiving a unit for the first time or following an internal move** - affects KAUST resident and AS HKC.

4.3   After signing a Housing Agreement:

4.3.1   *New arrival*: resident receives all required residential door keys to their assigned housing unit from a prearranged location

4.3.2   *Internal move*: resident obtains their unit keys from a prearranged location

4.4   Within a specified period of time, residents are required:

4.4.1   Complete and sign a Key Handover / Return Form (*App. C)*

4.4.2   HKC verifies the new resident's identification and supporting documentation including: ID/passport and signed housing agreement.

4.4.3   HKC issues the unit key to the resident

4.4.4   Resident receives the unit key

Service Key Requests

4.5   **Applies to units with formally approved Service Keys including Harbor student units, Management villas, Sharing units and Temporary Service keys provided as part of incident responses.**

4.6   Services acting on behalf of a resident may request main door keys only, from the HKC office with supporting access authorization.

4.7   Requests for a service keys should follow the procedure below:

4.7.1   Service logs request via the FM call center or approaches the HKC office with a signed work order.

- Completes and sends a Housing Key Request form with complete supporting documents

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4.7.2   Call center task is logged and task number generated.

4.7.3   HKC verifies the service's supporting documentation

4.7.4   HKC issues the unit key to service

- Includes access authorization for regular tasks

Additional or Replacement Keys

4.8   **Applies to key requests for <u>additional</u> and lost or stolen <u>replacement</u> keys requested through the FM call center or at the HKC office as a walk-in request.**

4.8.1   Requests raising a task ticket through the FM call center must include:

- requestor name
- KAUST ID number
- unit and / or room number

4.8.2   Keys may only be collected in person directly from the HKC Office unless otherwise agreed in writing.

4.8.3   The loss or theft of any key should be reported to the KAUST Security Services immediately.

4.8.4   Damaged or broken keys will not be considered lost if all pieces are returned to, or recovered by HKC and the key remains identifiable as the key on record.

4.8.5   Charges for any additional keys or key duplication are a resident's responsibility. (*App. A*)

4.8.6   All charges relating to additional and replacement keys and security seals require the notification of the resident before handover or the work is completed.

4.8.7   Resident communicates requirement to HKC

4.8.8   HKC verifies the request and issues the additional key.

4.8.9   Resident complete and sign the Residential Housing Key Control Task Form.

5.0   Replacement Remote Controls

Non-functional Remote Controls

5.1   Applies to non-functional remote controls provided by AS requiring replacement.

5.2   The resident is required to take the faulty or damaged AS issued remote control to obtain an assessment of functionality.

5.3   If remote control replacement is required, residents should send an email to HKC and attach a photo of the garage remote.

5.4   HKC perform assessment of need for replacement.

5.4.1   *Replacement:*

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(1) HKC confirm item is faulty

(2) resident collects remote control in person from the HKC Office or other location

approved in writing.

5.4.2 *Non replacement:* HKC confirm via email to resident, replacement not required.

5.5   Resident complete and sign the Residential Housing Key Control Task Form.

5.6   Any charges relating to the replacement of AS issued remote controls require notification of the resident before submitting an invoice.

5.7   Charges for the replacement of AS issued remote controls are a resident's responsibility. (*App. A*)

5.8   HKC at the point of replacement, confirms any costs applicable on the HKC Task form (*App. C*) which requires resident endorsement:

5.8.1 Normal 'wear & tear' - remote control replacement is free of charge, or

5.8.2 Damage or extraordinary 'wear & tear' - subject to charges borne by the resident

Lost Remote Controls

5.9   If a new remote control replacement is required, residents should send an email to HKC confirming the AS provided garage remote control is lost.

5.10   HKC send an email notification of lost item to AS management to log the missing item.

5.11   HKC provide new garage remote with associated charges.

5.12   Resident complete and sign the Residential Housing Key Control Task Form.

5.13   Any charges relating to the provision of a new garage remote control are a resident's responsibility, and require notification of the resident before submitting an invoice. (*App. A*)

6.0   Transfer of Custodianship

6.1   **Applies to requests for transfer of custodianship of assigned remote controls in shared units.**

6.2   Both residents attend the HKC Office in person to amend the Key Handover / Return Forms, signed on their arrival.

7.0   Key Issue during an Emergency

7.1   **Applies to residential keys issued during a confirmed emergency.**

7.2   Affects KAUST residents, emergency and security services, University Internal Services, FM call center and HKC.

7.3   Following emergency incident notification HKC:

7.3.1 immediately verify unit occupancy

7.3.2 dispatches HKC Task Attendant with unit key to required location to provide access

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    (1) Vacant: direct attendance

    (2) Occupied: concurrently notifies the occupant or caretaker for access authorization for attendants of emergency action including emergency services and AS representative

- provides completed Emergency Request form for signature by emergency action attendant

- secures all door and window locks prior to leaving the unit

7.3.3   When deemed necessary, in an emergency situation, for example of health and safety or security implications, emergency attendants will employ judgement and may enter the premises without HKC prior notification.

7.3.4   HKC is subsequently notified following entry without HKC prior notification.

7.3.5   AS sends email notification to the resident affected informing them of emergency access obtained to their assigned unit, where:

- access was obtained without prior notification,

- a resident was unavailable, or

- unable to authorize entry in a timely manner.

8.0   Lock Changes

8.1   **Applies to lock changes at residential units by Resident request.**

8.2   Affects KAUST residents, Proponents, the FM call center and HKC.

8.3   Lock changes required as a result of damage or extraordinary 'wear & tear' are subject to charges borne by the resident.

Proponents

8.4   Proponents acting on behalf of a resident may request a lock change.

8.5   Supporting justification is required for a lock change service request, and a cost code against which charges can be attributed.

8.6   Requests for a lock change by proponents should follow the procedure below:

8.6.1   Proponent logs request via the FM call center

8.6.2   Call center task is logged and task number generated and forwarded to appropriate stakeholders.

8.6.3   HKC verifies purpose of request and carries out a task assessment:

    (1) normal 'wear & tear' – lock change is free of charge, or

    (2) damage or extraordinary 'wear & tear' - subject to charges borne by the resident.

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           (3)   Security risk – HKC requires requestor to firstly log a security report supporting need for lock change

8.6.4   Resident complete and sign the [Residential Housing Key Control Task Form.](#)

8.6.5   Service charges for lock changes are a resident's responsibility. (*App. B*).

8.6.6   All charges relating to lock change tasks require resident notification before completion.

8.6.7   Requests for a lock change in **student shared units**:

- HKC requests access authorization from proponent or approved AS representative and where applicable, remaining occupants.

- Following authorization HKC change the entrance and appropriate room locks.

Residents

8.7   Lock change requests by **residents** outside the categories above follow the process below:

8.7.1   Resident logs request via the FM call center

8.7.2   Call center task is logged and task number generated and forwarded to appropriate stakeholders.

8.7.3   HKC verifies the purpose of the request and carries out a task assessment:

        (1)   Normal 'wear & tear' – lock change is free of charge, or

        (2)   Damage or extraordinary 'wear & tear' - subject to charges borne by the resident

8.7.4   Resident complete and sign the [Residential Housing Key Control Task Form.](#)

8.7.5   When required, HKC confirms a security report has been logged prior to lock change.

9.0   Lock-In / Lock-Out Procedure

9.1   Response to requests task priority assignment:

9.1.1   Priority 1 task - Main door lock outs and lock-ins

9.1.2   Priority 2 or 3 task - Internal door lockouts

9.2   In the event of a lock in or lock out, resident logs a task with the FM call center or approaches the HKC office

9.3   FM call center issues task number to both the resident and HKC

9.4   HKC:

9.4.1   verifies resident Information: KAUST ID number, unit number and/or dependent name and KAUST ID number

9.4.2   supervisor dispatches Task Attendant to resolve lock in / out issue

9.4.3   task attendant verifies resident's KAUST ID prior to entering the unit

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9.4.4   task attendant notifies resident of any charges

9.5   Resident signs HKC Task form (*App. C*)

9.6   HKC tasks resolving a lock out as a result of negligence, repeated actions, poor handling, willful or deliberate damage or unauthorized alterations will incur charges borne by the resident or services. (*App. A*).

9.7   HKC close the task and update the records.

9.8   HKC tasks resolving a lock out as a result of negligence, repeated actions, willful or deliberate damage or unauthorized alterations will incur charges which are the responsibility of the resident. (*App A*).

9.9   All charges relating to lock-outs shall require notification of the resident or service before work is undertaken.

10.0   Billing, Fees and Charges after Departure

10.1   HKC confirm any chargeable items and in accordance with the Accommodation Services billing procedures.

11.0   Help

Questions about this procedure? Contact housingresident.relations@kaust.edu.sa

APPROVED BY

Christopher Sealey
VP: Community Life

_____   **Date:** _____

04-Apr-2023 | 08:26 ABST

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APPENDICES

Appendix A: Costs for Replacement and Additional Keys

Residents

Item	Cost	Unit
Key Duplication / Lost / Broken Key	SAR 50	per key
Garage Remote Control	SAR 260	per remote control

Appendix B: Charges for Lock Changes and Security Seals

Residents

Item	Cost	Unit
Change lock	SAR 550	per key
Lock-in / Lock-out	SAR 100	per key

*Charge varies depending upon the type of key and circumstances of each case

Appendix C: HKC Task forms
- [Residential Housing Key Control Task Form](#)

- Key Handover / Return Form

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للعلوم والتقنية
King Abdullah University of
Science and Technology
Accommodation Services

Key Handover / Return Form

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RESIDENT INFORMATION					
Resident Name		Affiliation			
KAUST ID		Unit Number		Type	
Mobile Number		Date			
E-mail					

KEY HANDOVER				
Item	Quantity	Date	Time	Remarks
Main Door Key	1	MMDDYYYY	HH:MM	
Internal Keys		MMDDYYYY	HH:MM	

REMOTE HANDOVER				
Item	Quantity	Date	Time	Remarks
Television		MMDDYYYY	HH:MM	
Receiver		MMDDYYYY	HH:MM	
Garage		MMDDYYYY	HH:MM	
A/C Remote		MMDDYYYY	HH:MM	

ACKNOWLEDGEMENT

My signature below confirms the receipt of the keys and remote controls provided in this form and the following terms:

1. Residents shall be responsible for the costs associated with replacement keys and remote controls as a result of loss or damage through negligence, repeated actions, willful or deliberate actions.
2. The resident is responsible for returning all keys and remote controls in their custody upon leaving their assigned unit.
3. Residents shall not change any locks in their residence, lend keys or give out copies of their keys to others.
4. Assigned keys and remote controls shall be returned after a final departure inspection by Housing Services.

Resident Signature:		KAUST ID:	

KEY RETURN				
Item	Quantity	Date	Time	Remarks
Main Door Key		MMDDYYYY	HH:MM	
Internal Keys		MMDDYYYY	HH:MM	

REMOTE RETURN				
Item	Quantity	Date	Time	Remarks
Television		MMDDYYYY	HH:MM	
Receiver		MMDDYYYY	HH:MM	
Garage		MMDDYYYY	HH:MM	
A/C Remote		MMDDYYYY	HH:MM	

ACKNOWLEDGEMENT

My signature below confirms the return of the keys and remote controls provided in this form and the following terms:
1. All keys and remote controls mentioned in this form have been returned to a Housing Services representative.
2. Replacement costs associated with keys and remote controls not returned will be deducted from my salary.

Resident Signature:		KAUST ID:	