Keys and "Lock Out" Procedures

Residents are responsible for carrying their key(s) at all times and locking their door when they go out. There are two instances where a resident may require a staff member’s assistance to access their room and is defined as either a Key Replacement or a Lockout.

During desk hours, a resident should go to the front desk of their community if they are locked out or have lost their room key. If the resident has lost their room key or is locked out, the resident will be issued a key replacement.

After desk hours of operation, a resident should contact the RA On-Call of their community (for on-call numbers see respective hall/apartment complex fliers or Student Housing Services Guide to Campus Living).

If the resident is locked out, the RA will admit entry to room and upon entry, the resident will present their current room key or a replacement key will be issued.

If the resident has lost their room key, the resident will be issued a key replacement.

Charges for Key Replacements & Lock Outs:

- The first three (3) key replacement costs is $5.00 each.
- The first three (3) lockouts no charge if, during desk hours on the same date of the key replacement, resident returns with their previously issued key in a usable condition. If resident is unable to return their previously issued key, resident will be charged a key replacement fee of $5.00.
- Beginning with the fourth key replacement, a charge of $15.00 will be assessed thereafter.
- For lockouts, if the previously issued key is returned and is in a usable condition, then only a $10 charge will be assessed.

Student Housing Services is a program of the University of Hawai‘i at Mānoa

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