SERVICE BULLETIN 130311 - KEYS AND LOCKS

Keys and Locks

This bulletin is to notify all Manoa Campus Facilities users of the policies pertaining to the issuance and handling of keys and locks.

1. Departments are required to submit to WCC on department letter head, an original “wet” signature by the dean or director, a list of people who may request and pick up keys for their department. This list may be updated at any time by submitting a new memo to WCC.

2. Individual departments shall be responsible for the assignment of keys within their own departments. All keys must be assigned to a University of Hawaii at Manoa (UHM) faculty, staff or graduate student assistant. Undergraduate students are not allowed keys.

3. Assigned individuals shall be responsible for returning all keys to their department when assignment for that key ends. Spare keys may be returned to the Office of Planning and Facilities Work Coordination Center when and if they are no longer needed. A memo describing the reason for their return and a listing of the key numbers with the respective rooms they open shall be submitted with the returned keys.

4. All key requests (new, additional, lost or stolen) shall be submitted via the OPF online Work Order system by the Authorized Requestor with the following information:
   - a. Department Name
   - b. Building Name
   - c. Room Name
   - d. Door Number
   - e. Key Number
   - f. Quantity of keys needed

5. Departments are financially responsible for the cost of new or additional keys at a minimum of $18 for one key. Additional quantities are based on time x billable rate + material cost. If keys are cut incorrectly, the department shall notify the Work Coordination Center via email (manoawcc@hawaii.edu) of the error within 10 working days, or the department will be responsible for costs to have new keys cut. Please include the original customer request or work order number in the email. Incorrect cut key shall be returned to WCC with a copy of the email within 10 working days.

6. Departments are financially responsible for the replacing of lost or stolen keys. The cost for replacing lost or stolen keys is a minimum of $18 for one key. Additional quantities are based on
time x billable rate + material cost. Lost or stolen keys that require the re-keying of locksets will be billed at an additional charge of time x billable rate + material cost. Broken keys will be replaced at no charge, however the broken key(s) must be submitted to WCC with the work order.

7. Departments that wish to purchase special locks (ie: combination, proximity card, etc.) other than the standard UH key operated type must obtain approval from the UH Manoa Office of Planning and Facilities. Departments are not permitted to install their own locks without approval. Locks installed without approval of UHM OPF are subject to removal and replacement with an approved lock at the department’s cost. Approved locks that are purchased by the Departments are the property of the Department, therefore all costs (labor and materials) for repairs and maintenance shall be the responsibility of the Department. All costs associated with the installation of a UHM OPF approved temporary lock and ASSA cylinder keyed (must be provided by the Honolulu ASSA distributor approved by ASSA and the University of Hawaii at Manoa, keying information must be approved by the OPF Key Shop) to the University’s existing ASSA High Security Keying System and the subsequent removal of the temporary lock and reinstallation of the repaired lock shall be the responsibility of the Department. The Departments are hereby notified that the University’s Key Shop cannot repair any Department purchased locks that are not the standard UH key operated types because of their unfamiliarity with the electronics and because they do not stock parts for non-standard locks. Therefore, Departments should procure the services of qualified outside contractors for repairs and maintenance of “their” locks.

For more information please contact the Work Coordination Center at x67134 or visit our website.

http://www.manoa.hawaii.edu/opf