



## Policy Name: KEY ISSUANCE

Department: ASSET MANAGEMENT

Reviewed: February 2018

**The vision and purpose of the policy:** The Cincinnati Metropolitan Housing Authority is an Ohio metropolitan housing authority and a public body chartered under the 3537.27 of the Ohio Revised Code. CMHA has an obligation to control what occurs on its real property to ensure the safety of its residents and their guests as well as protect the property and buildings from damage and unauthorized entry. CMHA has the right and the duty to control the access and entrance to its property(ies) by persons or companies contracting to perform work on the premises. The purpose of this policy is to ensure that CMHA continues to monitor control of the premises through the issuance of keys and access codes.

**Policy –** CMHA shall maintain a locking system for the protection of its residents, employees, commercial tenants, facilities, property, and information. All locks, keys, electronic access cards and access codes are the sole property of CMHA and will be issued to tenants, employees, and others doing business with the housing authority based on their need for access.

CMHA reserves the right to change locks, keys, and access codes as needed. All keys issued by CMHA are property of the housing authority and are to be surrendered upon request of CMHA. The duplication or transfer of any CMHA key is strictly prohibited. Possession or duplication of keys to the lock of any building or other property owned by CMHA or its instrumentality thereof without proper permission will constitute suspension or revocation of key privileges and/or associated charges.

CMHA may also use additional remedial measures or penalties to secure the return of its keys and safeguard its properties. Such measures will be selected based upon the seriousness of the offense and the jeopardy posed by the unauthorized retention of the key(s).

**Issuance of Keys:** Overall security shall be the primary consideration in making the decision to grant a request for keys under this policy. The following questions will also be considered: “Does the reasons supporting the request adequately justify the security loss caused by the issuing of a key of this type?”

CMHA employees, vendors, and contractors will be issued keys based upon their need for access. Key requests shall be made to CMHA Lockshop in writing using the Key

Request/ Authorization Form in accordance with the attendant Standard Operating Procedure. Department Heads, Managers and other Supervisors, may only authorize keys to areas under their control and within their responsibility. Keys required to perform job duties in another supervision area must be co-authorized by the person responsible for affected area(s) of control.

1. Each employee, contractor or vendor issued a master key must read and sign the Key Issuance SOP.
2. Keys will only be issued to non-CMHA staff when access cannot be obtained through the residents and when practical, access will be given by authorizing staff rather than by issuing a key to the contractor/ vendor. In no instance will contractor/vendor be issued a master key when a specific door key will allow needed access.
3. Contractors and vendors who are doing business with CMHA may be issued keys for the duration of their contract. The Lockshop will determine which keys are issued based on the completed authorization form from the contracting officer or his/her designee that such keys are to be issued to the contractor.

### **Lost or Stolen Keys - CMHA Employees**

1. All lost or stolen keys must be reported to the CMHA within 24 hours. The report will be made to the immediate supervisor. The immediate supervisor is required to notify the Department Director, Human Resources and the Lockshop. In instances where the lost or stolen key is a master key, Department Director will notify the CEO.
2. An incident report must be completed with an explanation describing the facts surrounding the loss and particularly the location of the loss including efforts taken to locate the key(s) such as police reports. The Lockshop will provide HR and the Department Director with the list of keys issued to the employee and any identifying marks that would have been on them.
3. A determination will be made by the Department Director in conjunction with the Human Resources Department based on the factors involved, if disciplinary action will be taken.
4. When master keys are lost/ stolen, CMHA will re-key the property and/ or residences.
5. Requests to replace lost or stolen keys must conform to the requirements listed under "Issuance of Keys".
6. Subsequent loss by the same individual may result in termination.

### **Lost Keys - Non-CMHA Personnel**

1. Non-CMHA personnel, (outside contractors, vendors) who lose keys they have signed out, shall assume the cost of replacement keys and the cost of any re-keying required as a result of the loss.
2. All lost or stolen keys must be reported to the CMHA within 24 hours. The report will be made to the contracting officer. The contracting officer is required to notify the Department Director and the Lockshop. In instances where the lost or stolen key is a master key, Department Director will notify the CEO.
3. An incident report must be completed with an explanation describing the facts surrounding the loss and the location of the loss including efforts taken to locate the key(s) such as police reports. The Lockshop will provide the Department Director with the list of keys issued to the contractor/vendor and any identifying marks that would have been on them.
4. A determination will be made by the Department Director in conjunction with the contracting officer to determine based on the factors involved, if further disciplinary or legal action will be taken.
5. When master keys are lost/ stolen, CMHA will re-key the property and/ or residences.
6. Requests to replace lost or stolen keys must conform to the requirements listed under "Issuance of Keys".
7. Subsequent loss by the same contractor/vendor may result in termination.

### **Return of Employee Keys**

1. At the end of their employment with CMHA, all employees must return their CMHA issued keys to the Human Resource Department
2. Human Resources must advise the Lockshop and employee's supervisor via e-mail or other written form, that the keys were returned, specifying the date and the name of the employee.
3. The Lockshop will retrieve the keys from the Human Resource Department and verify against their records that all keys have been accounted for and returned. If a discrepancy is found, the Lockshop will immediately notify Human Resources, who will initiate contact with the former employee.

### **Loaning of Keys**

1. CMHA employees, residents, and contractors shall not transfer issued keys, access cards, or access codes.
2. Anyone found in possession of another individual's or company's keys, card, or code may have the keys or card confiscated by CMHA Compliance and Safety Operations or CMHA Management Staff.