

Key Control and Access Procedures

Knox County Housing Authority
255 W. Tompkins St.
Galesburg, IL 61401
(309) 342-8129

Article I. Purpose / Scope of the Procedures

Section 1.01 It is the policy of the Knox County Housing Authority to promote the safety and security of KCHA residents, staff, and facilities. These procedures describe the control of the use and possession of keys to KCHA facilities, including (1) purpose and scope of the procedures, (2) general provisions, (3) keying systems, (4) production of keys, (5) responsibility for issuance, (6) inventory control / key security, (7) eligibility for possession, (8) responsibility for lost keys, (9) tenant key procedures.

Section 1.02 These key procedures are in effect for all key holders, unless special provisions have been made by the Executive Director.

Section 1.03 It is the responsibility of each key holder to ensure that such procedures are followed and to maintain the security of Knox County Housing Authority buildings and facilities to which they have access.

Section 1.04 Any exemptions, changes, or special provisions to these procedures will be made only with the approval of the Knox County Housing Authority Executive Director.

Article II. General Provisions

Section 2.01 Unauthorized production, duplication, possession, or use of keys to premises owned / operated by the Knox County Housing Authority is a violation of KCHA policy.

Section 2.02 KCHA keys are the property of the Knox County Housing Authority and may be recovered at any time. Obsolete or unneeded keys must be returned to the KCHA for disposal.

Section 2.03 Knox County Housing Authority keys must be returned upon termination of employment / termination of lease.

Section 2.04 Enforcement of these procedures is the responsibility of the Executive Director, the Assistant Director, and applicable Property Managers of the Knox County Housing Authority.

Article III. Keying Systems

Section 3.01 Knox County Housing Authority creates keying systems that will ensure security and reasonable convenience to units occupying buildings or facilities, and maintains up-to-date records of all keying systems and authorized use.

Section 3.02 The term "Keying Systems" refers to the means by which one gains entry into a secured entry point. A "key" may be used in reference to traditional lock-and-key arrangements in doors (Best System core keys), electronic key fobs, or other non-mechanical means of gaining access. In some cases, multiple types of keys may be required for single locations depending upon the operational needs of the unit.

Article IV. Production of Keys / Lock Service

Section 4.01 The Work Control Coordinator produces all keys and performs all lock work for Knox County Housing Authority facilities. This position is responsible for the coordination of all requests for door keys, cylinder modifications, lock combinations, changes in keying systems, and maintenance of applicable records.

Section 4.02 Knox County Housing Authority keys may not be duplicated except by the Work Control Coordinator under appropriate circumstances.

Section 4.03 Locks may not be changed by external locksmiths without the express permission of the Knox County Housing Authority.

Article V. Responsibility for Issuance / Key Requests

Section 5.01 The Work Control Coordinator is responsible for the issue and control of keys to all Knox County Housing Authority buildings and facilities. Keys to KCHA facilities may only be issued in accordance with this policy.

Section 5.02 The Work Control Coordinator must ensure the issuing of master keys is strictly controlled, and approve master keys for appropriate use.

Section 5.03 Knox County Housing Authority staff members must complete a "Key Authorization Form" prior to being issued appropriate keys. Key holders shall not transfer or loan their keys to another individual. Subsequently, key holders are not to unlock buildings or rooms in order to allow entry by unauthorized persons.

Section 5.04 Records of all keys issued to Knox County Housing Authority staff will be maintained by the Work Control Coordinator. In addition, applicable copies will be maintained in the respective employee's personnel file.

Section 5.05 Vendors and Contractors will be required to check out keys from the Work Control Coordinator for any work that requires a key for access. They will also be required to return the key to the Work Control Coordinator each day prior to leaving KCHA facilities, unless otherwise directed.

- (a) Vendors and Contractors must sign the keys out using the Vendor Key Control Log. The Vendor Key Control Log will be maintained by the Work Control Coordinator.
- (b) Vendors and Contractors will be required to present valid photo identification prior to being issued appropriate keys.
- (c) If issued key usage is to exceed one (1) day, Vendors and Contractors must sign a Key Authorization Form specifying terms of use. Terms of the request will include name, date, keys issued, specific return date of keys, and signature of person responsible for the keys.

Article VI. Inventory Control / Key Security

Section 6.01 The Work Control Coordinator shall maintain accurate records of all keys assigned, including names of individuals to whom keys are issued, specific keys issued, and dates of issue and return or loss.

Section 6.02 The Work Control Coordinator shall conduct yearly reviews of key control records. This shall include a review of all Key Authorization Forms as well as a physical inventory of keys issued / stored.

Section 6.03 Keys to Knox County Housing Authority facilities (including offices, garages, file cabinets, vehicles, etc.) will be kept in a secure location. The Work Control Coordinator shall be responsible for controlling access to secured keys.

Section 6.04 Master keys and control (core) keys shall be physically secured in the sequence boxes when not in use. Under no circumstances shall master or control keys be removed from KCHA property, unless special provisions have been made by the WCC or the Executive Director.

Section 6.05 Knox County Housing Authority keys shall not be left unattended or in unlocked vehicles. Keys left in locked vehicles must be kept out of view, and removed and physically secured when not in use.

Section 6.06 All Knox County Housing Authority staff members are responsible for maintaining building security. Doors shall not be propped open or left in an unlocked position during hours when the building is normally closed to the public.

Section 6.07 Knox County Housing Authority staff members shall not unlock buildings or rooms for another individual unless the individual has proper identification and is known by the employee to have legitimate access to the room/building.

Article VII. Eligibility for Possession

Section 7.01 Keys issued on a permanent basis should be retained in the sole possession of the authorized individual. The authorized individual is responsible for all keys issued to him/her.

Section 7.02 Key eligibility criteria will be based on the responsibilities of the position. Carrying appropriate keys is a requirement of all positions. Below is a reference table detailing key carrier eligibility:

Type of Key	Level of Access	Authorized Carriers
AB1	Office Doors, Conference Room (MT), Store Room (MT)	Administrative Staff; Maintenance
E1	Maintenance Shop Doors (ALL), Sequence Boxes (ALL)	Administrative Staff; Maintenance; requires approval of WCC
Master (Moon)	Access all doors at Moon Towers and Annex; not to be retained on a permanent basis	Requires approval from the Executive WCC
Master (Bluebell)	Access all doors at Bluebell Towers; not to be retained on a permanent basis	Requires approval from the Executive WCC
Master (Site A)	Access all doors at Family Site (A); not to be retained on a permanent basis	Requires approval from the Executive WCC
Master (Site B)	Access all doors at Family Site (B); not to be retained on a permanent basis	Requires approval from the Executive WCC
Master (Site C)	Access all doors at Family Site (C); not to be retained on a permanent basis	Requires approval from the Executive WCC

Key Eligibility Criteria (cont.)

Type of Key	Level of Access	Authorized Carriers
Control (Core) Keys	Pull all cores at all facilities; not to be retained on a permanent basis	Work Control Coordinator
Community Center Keys	Access Community Centers at Family Sites A, B, and C	Resident Services, requires approval from the WCC
Vehicle Keys	KCHA Vehicles (Car, Vans, Maintenance Vehicles, Lawn Equipment, etc.)	Signed out from Key Cabinet
Unit Keys	Open individual units	Tenants
Unit Mailboxes (MT)	Open mailboxes at Moon Towers	Tenants
Unit Mailboxes (BT)	Open mailboxes at Bluebell Towers	Tenants
Electronic FOB Keys	Access to front / rear entrances at Moon Towers and Bluebell Towers	Moon Towers / Bluebell Maintenance; Administrative Staff; Tenants
Card Keys	Access to front / rear entrances at Moon Towers and Bluebell Towers	Moon Towers / Bluebell Maintenance; Administrative Staff; Tenants
Key Cabinet	Access to various building keys	Authorized by WCC
Key (Lateral) Cabinet	Access to all BEST ACCESS keys and cores; access to cabinet limited to individuals listed at right	Work Control Coordinator; Financial Officer; Executive Director

Section 7.03 The term “Authorized carriers” is defined as persons authorized to retain possession of said keys for applicable job purposes. Additional key carriers may be authorized by the Executive Director or Work Control Coordinator where there is a pressing need, such as emergency services (police, fire, rescue, etc.).

Section 7.04 Possession of unauthorized keys or alteration of keys is prohibited. If an individual is found to be in possession and/or use of unauthorized keys, or is found to have altered keys for unauthorized use, appropriate disciplinary action will be taken in accordance with applicable policies and regulations.

Article VIII. Responsibility for Lost Keys

Section 8.01 A safety and security breach occurs when a key is lost, stolen, or not returned. It will be mandatory to re-key the effected areas.

Section 8.02 If a key is lost or stolen, it is the responsibility of the individual key holder to notify the Executive Director within 24 hours.

Section 8.03 Individuals possessing keys to Knox County Housing Authority facilities are responsible for such keys. The KCHA reserves the authority to charge individuals for the cost of key replacement and/or re-keying of locks caused by loss of keys to KCHA facilities in accordance with a rate schedule approved periodically by the Executive Director.

Section 8.04 Assessment of financial accountability for replacement key/locks will be determined by the circumstances surrounding the lost, stolen, or non-returned key violation. Accountability will adhere to the following schedule:

- (a) Accidental Loss of Keys – To include situations of accidental loss and stolen keys.
 - (i) First Offense: Employee counseling, and documentation placed into the employee’s personnel file.
 - (ii) Second Offense: Employee will be held financially responsible for the entire cost of replacement keys and locks for the effected area(s). Further counseling and documentation placed into the employee’s personnel file.
 - (iii) Third Offense: Employee will be held financially responsible for the entire cost of replacement keys and locks for the effected area(s). Further counseling, up to and including termination of employment, and documentation placed into the employee’s personnel file.
- (b) Negligent Loss of Keys – To include situations where keys are lost, stolen or otherwise not returned due to negligent violations of these procedures.
 - (i) First Offense: Employee will be held financially responsible for the entire cost of replacement keys and locks for the effected area(s). Counseling and documentation placed into the employee’s personnel file.
 - (ii) Second Offense: Employee will be held financially responsible for the entire cost of replacement keys and locks for the effected area(s). Further counseling, up to and including termination of employment, and documentation placed into the employee’s personnel file.

Section 8.05 When keys are identified as unaccountable on a key inventory, written notification from the Work Control Coordinator must be sent to the Executive Director and to the individual responsible for the lost key. Applicable procedures will apply in regards to the financial burden of replacing the keys/locks.

Section 8.06 Charges for replacement keys, new locks and hardware may be appealed to the Executive Director who will consider the circumstances of each incident.

Article IX. Tenant Key Procedures

Section 9.01 Residents must sign and adhere to the Knox County Housing Authority Key Agreement prior to being issued key(s) to their unit.

Section 9.02 Residents will be issued one (1) key per lease signer at move-in.

Section 9.03 Residents may request up to one (1) additional key per unit.

- (a) Additional key requests must be made by the primary lease signer.
- (b) The individual requesting the additional key must present valid photo identification and complete the Key Request Form prior to being issued an additional key.

Section 9.04 All keys must be returned to the Work Control Coordinator when the resident vacates the unit.

Section 9.05 The resident will be charged \$25.00 for lost, stolen, or non-returned keys resulting in a lock change for the unit.

Developed By:

Derek B. Antoine
Assistant Director
Knox County Housing Authority

Approved by:

Margie Hulick
Executive Director
Knox County Housing Authority