

FP&M Building Access Services

Key Services Procedures

Issuing Keys

The departmental Key Coordinator shall verify key holder status, complete a Key Request at <https://www.fpm.iastate.edu/keys/request/> and submit the FP&M Key Request Signature Sheet to the dean, director or department head for approval before sending the Key holder to FP&M Building Access Services.

FP&M Building Access Services verifies the key request and provides the locksmith with a key order envelope.

An FP&M Building Access Services locksmith completes the key order by fabricating a key, and delivers the key to the FP&M Building Access Services Key Desk.

Keys are available for the key holder by noon the next business day.

Keys will be held for 30 days from the date of the original request. Keys not picked up during this time frame are cancelled and the ordering department will be charged a fee.

Returning Keys

Key holders leaving the university shall promptly provide **ALL** keys to the departmental Key Coordinator for return to FP&M Building Access Services, 108 General Services Building.

The departmental Key Coordinator will confirm and verify that all keys issued to the key holder are returned and will provide a receipt. Further confirmation will be sent to the departmental Key Coordinator upon receipt of keys by FP&M Building Access Services.

Transferring Keys

In the event a transfer of keys is needed, the departmental Key Coordinator may complete the transfer online at <https://www.fpm.iastate.edu/keys/request/>.

An authorized Transfer Signature Sheet must be received by FP&M Building Access Services before the name of the original key holder will be cleared.

Departmental Key Coordinators should not keep keys for more than 30 days.

Found Keys

Any individual who finds a key(s) is asked to immediately turn in the key(s) to one of the following:

- University Police
- Departmental Key Coordinator
- FP&M Building Access Services

Lost or Stolen Keys

The following procedures pertain to lost or stolen keys.

The key holder:

- Immediately reports lost or stolen key(s) to the departmental Key Coordinator, and
- Within 24 hours of discovery, contacts FP&M Building Access Services via baservices@iastate.edu or by calling 294-4211

FP&M Building Access Services:

- Notifies the following personnel of the lost or stolen key(s)
 - Dean, Director, Department Head
 - Building Coordinator
 - Director of Facilities Management or their designee

- Assesses fees to the department, as applicable

Depending upon the level of security breach, the notified parties (see above) will respond accordingly.

If a key or building entrance key is lost or stolen, the key holder's department will be responsible for all costs incurred for the rekeying of the affected locks, as well as the fees associated with the reissuance of keys (if not paid by the key holder).

The departmental Key Coordinator:

- Completes the Key Request form as needed
- Prints the necessary FP&M Key Request Signature Sheet and submits to the Dean, Director or Department Chair for approval

See also the policy on [Keys and Building Access Cards](#) in the Policy Library.