

# Locksmith Services

## Frequently Asked Questions

### How much does a key cost?

Medeco high security and KeyMark patented keys are **\$8.50** each. Standard office door keys and all cabinet keys cost **\$6.00** each.

With cabinet, desk, and non-BEST padlock keys, a **\$6.00** code charge will be added if a copy of a key is not available for the Locksmiths to copy for each code they have to look up. An example is shown below:

**Order: You want (2) MA105 & (3) H107 cabinet keys**

5 keys total x \$6.00 each = \$30.00

2 code lookups x \$6.00 each = \$12.00

Total cost for your order = \$42.00

### Where do I return unused, old keys or keys that were found?

Send all keys through campus mail to our address below, and they will be destroyed. If you have found a set of keys, make sure to make a note of that in the envelope so we can try to locate the owner rather than destroy them.

#### Campus Mail Address

Locksmith Services

Room 130 FoodOB

Del. Code: 5803D

### Who can request Locksmith and Card Access Services?

The only personnel authorized to request orders from Locksmith and Card Access Services is the Department Facility Representative (DFR). This person is appointed by the RRC Facility Lead and is responsible for all key control and card access procedures. If you are uncertain who your DFR is, contact Locksmith Services at 612-625-0376, and we will give you the contact information for your Department Facility Representative.

### What do I do if I am locked out of my office?

If you are locked outside your office, the first person to contact is your Department Facility Representative (DFR). This person is responsible for all key control and card access requests, and may have a master key or spare key that opens up your office. Also, the DFR is the only individual authorized to have a locksmith dispatched to unlock your door; the cost of this service is \$83.82, which is explained in more detail in the next section. If you are uncertain who your DFR is, contact the individuals detailed on the next page:

- During Business Hours: Locksmith Services at 612-625-0376
- After Business Hours: Public Safety Emergency Communications Center (PSECC) at 612-626-3680

The DFR will then need to contact either Locksmith Services or PSECC (depending on the time called) to provide authorization that the door may be unlocked by a Locksmith.

### **How much does lockout assistance cost my department?**

When a Locksmith opens a locked door for personnel during business hours (8:00am-4:00pm) the rate is \$83.82. Locksmith Services charges one hour of labor for lockouts. If the lockout occurs after hours, the charge will be \$502.92 (we charge time and a half for a minimum of four hours because it is written in the Locksmith's labor contract to charge this for all after-hours services).

In the case of an access **emergency** after hours, contact the Public Safety Emergency Communications Center (PSECC) at 612-626-3680.

### **How long does it take for Locksmith orders to be completed?**

For key duplication requests, Locksmith Services standard completion time is 3 business days. For rekey or core change requests, completion times can take up to 10 business days. Emergencies will take priority over standard orders. If your request is an emergency, contact Locksmith Services at 612-625-0376 to notify them of the request after you have submitted it. If your order has not been attended to in the estimated completion time with what is stated above, please contact Locksmith Services at 612-625-0376.

### **How will I know when my key order is completed & where do I pick them up?**

Locksmith Services will send an email notifying the key requester that their key order has been completed and delivered to their corresponding FM District office. The District office locations are listed below:

<u>DISTRICT</u>	<u>LOCATION</u>	<u>PHONE</u>
Health Science	<a href="#">Moos Tower Room B117</a>	625-5167
East Bank/North Campus	<a href="#">Mechanical Engineering Rm L150</a>	625-1942
St. Paul	<a href="#">Facilities Management Bldg Rm 202</a>	624-8553
West Bank	<a href="#">Heller Hall Rm 57</a>	624-7831

## **Can my keys be delivered to my office?**

If you are located within the East Bank/North Campus districts, then the East Bank office does deliver the keys to your address via what is listed in OneStop. However, if your office is located in West Bank or St. Paul districts, then you or someone else you designate must pick up the keys from the district office; **they can never be delivered**. To find out what district you are in, click here: [FM Districts](#).