

## Lost Keys and Access Card Replacement Procedures

---

### Summary

To maintain the safety and security of all residents, it is essential that any lost or damaged keys or access key cards are reported and replaced in accordance with the following procedures.

### Access Key Cards (Student ID Cards)

- If your access key card is **lost or damaged**, you must report this **immediately** to either **Security** or the **Porters' Lodge**.
- Wherever possible, a **temporary key card** will be issued to you. This temporary card will have a set **expiry date** to ensure follow-up.
- If a temporary key card is **not available**, an authorised member of staff will escort you to your room to allow access.
- Replacement permanent key cards can only be obtained via the Student Hub or at the RAU online Shop.
- It is your responsibility to:
  - The Student Hub to request your replacement card as soon as possible.
  - **Return the temporary key card** to Security or the Porters' Lodge promptly once your permanent card has been issued.

### Physical Keys

- If you lose a **physical key**, an authorised staff member may issue a **replacement key immediately** where available.
- The Security Manager will be notified, and a **new lock barrel and key set** will be ordered to maintain room security.
- The cost of replacing the barrel and keys will be **charged directly to you**, the student. This is a **security necessity**, as the integrity of the lock is considered compromised once a key is lost.
- **No labour charges** will be applied—**only the material cost**.
- The **current cost for a barrel and key set replacement is approximately £120.00** (subject to change).

Please ensure you look after your access cards and keys responsibly. Loss of these items can compromise the safety of your accommodation and may incur financial costs.

For further assistance or clarification, please contact the Security Office.