



City County Building, M22
400 Main Street
Knoxville, Tennessee 37902
Phone: 865-215-2121
Fax: 865-215-2662
www.ktnpba.org

PBA Lock & Key Control Policy & Procedure *for PBA Managed Facilities*

A. Purpose

To explain policies and procedures regarding the issuance, return, and control of keys utilized to access buildings and facilities managed by the Public Building Authority (PBA).

B. Scope

Applies to all departments/tenants within PBA managed facilities where PBA controls access.

C. Policy

1. Responsibilities

i. PBA Access Control

- 1) Verify key requests are properly authorized;
- 2) Issue keys;
- 3) Track keys; and
- 4) Conduct audits

ii. PBA Maintenance

- 1) Selecting and maintain a secure key system;
- 2) Track lock assignments; and
- 3) Supply, cut, and identify all keys.

iii. Department/Tenant

- 1) Administer/Authorize key issuance for all department/tenant spaces; and
- 2) Oversee employee compliance with all key control policies including updates.

Note: Policy updates are posted to the PBA website. Current policies may also be requested from the PBA Access Control Office—AccessControl@ktnpba.org.

2. Key Tracking Log

PBA Access Control maintains a record of keys assigned to employees and contractors. Upon request, PBA can provide reports to departments/tenants to ensure records are current and accurate and audit key assignments.



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3. Loss of Keys

Keyholders are responsible for notifying their supervisor immediately if a key is lost or stolen. Departments/tenants are required to notify PBA of the loss by submitting a “PBA Lock and Key Services Form” to the PBA Access Control Office. PBA reserves the right to charge \$10 for lost or stolen keys.

Note: If a lost key requires locks to be changed, additional charges may apply. See “Lock Changes.”

4. Securing Unassigned Keys

Unused keys are returned by the keyholder to PBA Access Control. Access Control updates PBA’s records. Keys are then forwarded to PBA Maintenance to be secured.

5. Audits

PBA Access Control will perform periodic audits to ensure accuracy of records and that procedures are adhered to regarding key assignments and returns.

6. Transfer/Loan of Keys

Keyholders are responsible for all keys assigned to them and should never transfer or loan their keys to other individuals without first obtaining approval from their authorized representative. All transfers must be documented by submitting two “PBA Lock and Key Services Form” to the PBA Access Control Office at the time of transfer—one for the key return by the “old” keyholder and one for assignment to the “new” keyholder.

7. Lock Changes

Requests for lock and key changes must be forwarded to PBA Access Control who will coordinate the request with PBA Maintenance for justification and approval. The requesting department/tenant must provide full justification and explanation necessitating the change. The cost for lock changes may be the responsibility of the requesting department/tenant.

8. Key Returns

Each department/tenant is responsible for ensuring that keys are returned to PBA Access Control when employees or contractors transfer or terminate. This allows for accurate record keeping. PBA can request to withhold the employee’s final paycheck until any and all keys are returned.

9. Key Requests

Only tenant point of contacts and department heads (or their authorized designees) may request keys. All authorized designees must be so declared in writing.



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D. Procedure—Lock & Key Services Form Processing

Departments/Tenants are required to complete and return a “PBA Lock & Key Services Form” to request new keys, transfer keys between employees, return keys that are no longer needed, and to provide notification of lost/stolen key(s) to PBA. The following outlines the processing procedure for this form:

1. Complete a PBA Lock & Key Services Form—available on PBA’s website: www.ktnpba.org
2. After appropriate signatures are obtained, submit forms to PBA Access Control:
 - fax 865-215-2233
 - scan/email: accesscontrols@ktnpba.org
 - mail/hand delivery: Suite L-146 in the City-County Building

Note: Key forms for returns must be submitted by mail/hand with the returned keys.

3. Submitted forms are reviewed for completeness and entered into the automated recordkeeping system by PBA. If a form is deemed incomplete, lacks proper justification/authorization, or requires additional action PBA will contact the department/tenant.

Note: Forms submitted for transfers and returns are complete at this step.

4. Verified requests for new keys are submitted to PBA Maintenance via the Computerized Maintenance Management System for hardware review and approval. If approved, the appropriate key is cut and delivered to PBA Access Control with the following key identification information:

- Key ID #
- Brand
- Class
- Core #
- Bit pattern
- Quality assurance

5. PBA Access Control enters the key into the key recordkeeping system including:
 - Building—name of the building where key(s) are to be used
 - Location—room/door number(s) where keys are to be used
 - Key #--key number stamped on the key
 - Quantity—number of keys issued
6. PBA Access Control then contact the keyholder for pickup.