# 106: Handling of Customer Keys

100: Office Administration · https://milo.masseyservices.com/docs/106-handling-of-customer-keys/

**Section:** Office Administration
**Subject:** Handling of Customer Keys
**Approved by:** Adam Jones
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**Policy Owner:**

## Policy

Occasionally a customer will entrust Massey Services with a key to their residence or business in order for us to provide service in their absence. It is the responsibility of all team members to follow the following security procedures relating to customers keys.

### Key Lock Box

1. All keys to customer residences, businesses and entry gates will be numbered and placed in a locked box at the Service Center, which shall be kept locked at all times except when opened to get a customer key just prior to a treatment. No Team Member shall be entrusted to keep a customer key on their personal key ring.
2. A number shall be assigned to each key so as to have no association with the customer address and the customer’s account information will be updated with the key number so that the number will print out on each Service Report in the notes section. The Technician will request the numbered key(s) prior to leaving to treat each key customer.
3. Should an alarm code accompany a key, the code will be placed in the locked box on a tag that hangs with the key.
4. It is the responsibility of the Service Manager to ensure the customer keys are safeguarded according to this policy. The Manager shall assign all keys and codes to the Technician responsible

and shall re-verify the keys have been returned to their place in the lock box upon check-in.

5. The key to the lock box shall be kept under the protection of the Service Manager.
6. Service Centers without a keyed lock box shall purchase Item 307405 (30-key Lock Box) from Office Depot ~12 inches high, 8.5 inches wide and 2.5 inches deep or like-kind alternative.

## Issuance of Keys

Issuance of any customer keys will be done by the SM. In the absence of the SM, the GM or OM can be entrusted with the safekeeping of the lock box key until the SM returns. Upon issuance of a customer key, the Manager shall ensure that the issuance is logged properly in the Key Log Book.

## Key LOGBOOK

1. A Key Log Book shall indicate key number, alarm code or special note, date taken from the Key Lock Box, Team Member who was issued the customer key and date the key was returned to the Key Lock Box. Log Book pages shall be as illustrated on page 3.
2. The Key Log Book preparation, maintenance, location, entries, and safekeeping will be organized and managed by the SM.
3. The Key Log Book shall be safeguarded and kept updated with the past 3 years of entries.

## Loss of a Customer Key

The following is the procedure for dealing with a lost customer key:

- If a customer key is lost, the Service Manager will call the customer whose key was lost and explain the circumstances.
- The customer will be given the option of waiting, doing nothing, issuing another copy key, or re-keying the home.
- If the customer wishes to re-key their home, the Service Manager will offer to have our reputable vendor re-key the home for them…should they wish to use their own vendor, we will have our vendor submit a quote and allow that amount of credit towards a General Liability claim completed by the General Manager.
- The Service Manager will write a letter of apology to the customer for the loss of the key.

### Key Logbook Illustration

| Key Number | Alarm Code/Notes | Date Removed from Box | Date Returned to Box | Team Member Entrusted with Key |
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