

From: utexas-prc-employees-prc-employees-informational@mg.regroup.com on behalf of Laurie Lentz

Sent: Tuesday, June 20, 2017 9:07 AM

To: utexas-prc-employees-prc-employees-informational@mg.regroup.com

Subject: [PRC-EMPLOYEES-PRC_EMPLOYEES-Informational] Temporary Closure of Lock & Key Shop

Dear Colleagues,

To better utilize our resources, we find it necessary to temporarily close the PRC Lock & Key Shop in PRC Building 19, and transition customer services to our Main Campus Lock & Key Services Office, 304 E. 24th Street, Building SER, Room 101. To accommodate our customers' needs during the temporary closure, we will be offering the following courtesy services from June 30 through August 23, 2017. **All customer services will return to normal operations on August 24, 2017.**

To obtain a new key during the courtesy service period, complete a [Key Request \(PDF\)](#), signed by the person in your organization with [key signature authority](#), and submit the form to Main Campus Lock & Key Services office by one of two methods:

- Send through campus mail to Mail Stop H7025, or
- Send a scanned copy of the Key Request to locksandkeys@austin.utexas.edu

A Lock & Key Services customer service representative will contact the key holder to schedule delivery of the new keys on either a Tuesday or Thursday. Upon delivery of the requested keys, the key holder must provide a valid identification card to the courier and sign a delivery receipt.

Important: Pursuant to The University of Texas at Austin security policies, *only* the key holder may sign for and receive the requested keys. No other staff member, administrative assistant, receptionist, etc., may sign for or receive keys on behalf of someone else. Please do not ask our courier to circumvent these security policies.

If the key holder is unavailable, the courier will return the keys to the Main Campus Lock & Key Services office and a new delivery date will be scheduled. As always, any keys not delivered by our courier can be picked up in the Main Campus Lock & Key Services Office.

To return a key during the courtesy service period, returned keys should be placed in an envelope with the key holder's name and EID printed on the envelope, and then delivered to the drop box in PRC Building 19. Our courier will retrieve returned keys.

Standard requests for lock changes, rekeys, repairs, and quotes should continue to be sent via a [WORQS](#) service request or by calling the Facilities Service Center at (512) 471-2020.

Facilities Services and PMCS staff should continue to e-mail Lock & Key Services at locksandkeys@austin.utexas.edu to schedule pickup of cylinder cores, letters of authorization, contractor keys, other miscellaneous locks and keys, etc., at our Main Campus Lock & Key Services Office, 304 E. 24th Street, Building SER, Room 101.

We appreciate your understanding and patience as we transition our customer services. Your consideration and support is greatly appreciated. Please feel free to contact the following staff if you have any questions or concerns:

Michael Costa, Supervisor
Lock & Key Services, H7025
(512) 471-8640

Ben Reid, Manager
Building Logistics and Keys
(512) 475-8860

Sincerely,

Bridget Blizzard
Associate Director – Landscape & Integrated Building Services
The University of Texas at Austin | Facilities Services

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