



## UCD Residential Services Lockout Policy

Students living in UCD Campus accommodation are issued with access keys and/or cards to their house, apartment and bedroom door. Under the Second Schedule (6), the Licence to Reside states that the Occupier is bound:

“Not under any circumstances to part with the possession of any keys to the premises provided by U.C.D. or any security card furnished by U.C.D. for the purpose of gaining access to the premises or the complex and to report any loss thereof immediately to U.C.D. and to indemnify U.C.D. in respect of any replacements.”

Students occasionally forget their keys or lock them in their apartment. In these circumstances the person staffing the reception desk will issue one of the following.

### Lockout

This service will incur a fee of €3 before midnight and €5 after midnight which, when charged, will appear on the residents SISWeb account at the end of the week. This must be paid within 5 days.

1. Resident will fill out a docket in the lockout book- stating their name, room location, date and time and signing that they agree to the lockout charge.
2. The residents identification will be clarified by Residence Staff.
3. The resident is escorted to their apartment by Residence Staff to grant access.

### Temporary Cards

Students who leave their cards at home etc. may want a temporary card which is valid for 3 days as opposed to once-off access to their apartment.

This service will incur a fee of €5 which, when charged, will appear on the residents SISWeb account at the end of the week. This must be paid within 5 days.



## University College Dublin

---

### Residential Services

1. Resident should fill out a Temporary Card Form with their information and stating that they agree to pay the charge.
2. The residents identification will be clarified by Residence Staff.
3. The student will be issued with a temporary card coded for access to the room for 3 days.
4. If the temporary card is not returned following the 3 days, residents will be charged the full €20 new card charge.
5. Residents should be alerted that they will need to have their student card recoded once they retrieve it.

#### **New Card/Keys**

If a student has lost their card or keys they will need a new card or a new set of keys.

New cards are issued from the UCARD Bureau at a charge of €20. The resident will then need to have their card recoded in the Central Customer Care Office in Merville.

If the resident needs a new set of physical keys cut this charge is €30 and the maintenance crew will cut the keys.