

Residence Hall Room Key Lockout Policy

Effective: Fall 2016

This is a University Policy. Questions about this policy may be directed to shanghai.reslife@nyu.edu.

Student Room Key Lockout

For student room key lockouts occurring **during regular Resource Center business hours (9:00am - 9:00pm)**, students may go to the Resource Center in Tower 2 to request access to their room. The Resource Center staff will confirm the identity of the student and unlock the room.

For student room lockouts occurring **after regular Resource Center business hours (9:00pm - 9:00am)**, students may go to the Public Safety desk in Tower 2 to request access to their room. The Public Safety guards will notify the Resident Assistant (RA) on duty at 11pm, 1am, 3am, 5am, and 7am to unlock a room for a student. *Example: If a student is locked out at 9:15pm, the student will need to wait until 11pm to be let in.* The RA on duty will confirm the identity of the student and unlock the room.

After three room key lockouts, administrative processing fees will be charged.

Room Key Lockout Fees

Period	# Lockouts	Fee
9am - 9pm	1-3 Lockouts	No Charge
	4-5 Lockouts	20 RMB / Lockout
9pm - 9am	All Lockouts ≤ 5	20 RMB / Lockout
More than 5 Total Lockouts		50 RMB / Lockout and Referral to Student Life Conduct Process
* All room key lockout administrative fees are charged to the student's bursar account.		

Lost or Stolen Room Keys

Lost or stolen keys must be reported to the Resource Center in Tower 2 immediately. Student will be charged 20 RMB to replace a lost key. For safety reasons, if the lost key had a personal identifier attached to it when lost (i.e. NYU Card, personalized keychain, etc.), the lock must be replaced and the student will be charged 200 RMB.