

QUIZ: How Secure Are Your Keys?

1. How well do your employees follow your key control policy?
 - A. To a T.
 - B. Not very well.
 - C. We use electronic locks, so we don't have a formal key control policy.
 - D. We don't have one.
2. How do you track who's used which keys?
 - A. An electronic key control system.
 - B. A manual key log.
 - C. Our smart locks' electronic log.
 - D. The honor system.
3. Do you know when keys aren't returned on time?
 - A. Yes, we know immediately if they haven't been returned.
 - B. Yes, but it takes a long time to figure out which keys are missing.
 - C. No, we revoke unit access electronically with our keyless entry system if necessary.
 - D. No, we don't always realize a key hasn't been returned.
4. What's your policy on vendors using keys?
 - A. An employee has to give vendors access to apartments.
 - B. Vendors can only use keys to enter empty units.
 - C. We grant vendors temporary access via our keyless entry system.
 - D. Vendors use keys temporarily for maintenance purposes.
5. How do you use master keys?
 - A. We don't use them.
 - B. We use them in emergencies only.
 - C. We program fobs or cards to access multiple units as needed.
 - D. We use them for property tours, work orders, etc.
6. What are the odds of an unauthorized person removing a key?
 - A. Not likely. Our keys are in an electronic key control system in a locked room.
 - B. It'd be difficult. Someone would have to break into the room where we store keys.
 - C. N/A — we use electronic locks.
 - D. It's possible if someone knows where our keys are.
7. How do you control which employees access which keys?
 - A. We limit access by role and shift times.
 - B. All employees have the ability to remove keys, but our access log shows who removed a key and when.
 - C. We use keyless entry, but employees must have access privileges to program locks or security tokens such as cards or fobs.
 - D. There aren't limits on who can use keys.

Answer Key

Mostly A's: Keep up the good work! You store keys securely (such as inside an electronic key control system), restrict employees' access to keys, automatically track who accesses which keys when and immediately follow up on missing keys.

Mostly B's: Rethink your key control practices. You have a key control policy, but your property could be at risk if employees don't follow that policy, if you use manual key logs or if you keep keys in an insecure place (unlocked room, cabinet, pegboard, desk drawer, etc.).

Mostly C's: Be smart about how you manage your smart locks. Have a secure, documented way to manage security tokens and any metal keys that may still exist on your property. Also limit who can program security tokens.

Mostly D's: Take control of your keys immediately to protect your community. If you don't have a solid key control policy and follow best practices, you're risking your residents' safety and your reputation. Avoid using master keys unless absolutely necessary and ensure only authorized people can access keys.

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