



Swansea University Residential Services: Access Arrangements for Lost Keys/Cards

We understand that losing a key or access card can be stressful. To ensure you can regain access to your accommodation as quickly and securely as possible, please follow the procedures below.

Reporting a Lost Key or Access Device

If you lose your key or access card, please report it immediately to your site reception office during office hours or to the security team if it is outside these hours. Prompt reporting helps maintain security and prevents unauthorised access.

Temporary Access

While you wait for a replacement, we can provide temporary access arrangements. This may include issuing a temporary key card or security escorting you to your room. Please contact the site reception office or security team to arrange this.

Replacement Process

To obtain a replacement key or card, you will need to:

- Provide identification to verify your identity.
- Pay any applicable replacement fees (details available from the accommodation office).
- Wait for the processing time, which will be advised at the time of request.

Security Measures

For security reasons:

- Lost access cards will be deactivated immediately to prevent misuse.
- If necessary, locks may be changed, and new keys issued.
- Additional security checks may be carried out if deemed necessary.

Out-of-Hours Access

If you lose your key or card outside office hours, please contact the security team for assistance. Security staff are available 24/7 to help you regain access safely.

Tips to Avoid Losing Your Key/Card

- Always keep your key/card in the same secure place, such as a wallet, purse, or lanyard.
- Avoid lending your key/card to others—it is your responsibility and should not be shared.
- If using a key, consider attaching it to a keychain to make it easier to find.
- Be mindful when placing your card down in public places, as they can be easily forgotten.

Security & Cost Considerations

- Lost keys/cards pose a security risk and could result in unauthorised access. Report any loss immediately to protect yourself and others.
- There may be a charge for replacement keys/cards, as well as possible costs for lock changes if required. Check with the accommodation office for specific fees.
- If you suspect your key/card has been stolen, notify security immediately for further action.

If you have any questions, please contact us at Accommodation@swansea.ac.uk.