

Lock and Key Replacement

The monetary cost associated with lost keys and/or compromise of security due to negligence is the responsibility of the Hand Receipt Holder. Please contact Your Real Property representative for further guidance at 254-553-2012.

The hand receipt holder of a Directorate/Division, or a Major Subordinate Command (MSC), brigade/battalion level is the only person authorized to request duplication of keys, re-keys, and turn in keys. **In addition, the real property office will only be able to provide key service to customers whose hand receipts are in current status.**

Broken Keys

When a key brakes in the customer's possession, the top portion of the key can be taken directly to the lock shop, bldg 4208, located on 77th St. A lock smith will exchange (or make) a new key in replacement for the top portion of the broken key.

For keys that are jammed or broken in a lock, please call Work Reception at 254-287-2113 for service.

Additional Keys

A request can be made via email, memorandum, or by a hand written Real Property Key Request form. The information required on the request as follows:

1. Building number
2. Room number
3. Quantity
4. Justification (if quantity is over 4)
5. Contact information
 - a. Unit
 - b. Name
 - c. Phone number
 - d. Replacement keys

Real Property is not responsible for replacement key (s) that have been lost or stolen due to negligence. All keys are signed for thorough Real Property. Therefore, the hand receipt holder must maintain 100% accountability. The monetary amount for keys and rekeys are based on the current market rate. To ensure correct amount is being charged/ please contact Real Property at 254-553-2012.

To make payment for lost keys, please read below:

Military

DD Form 326(Statement of Charges)

1. Statement of Charges must state the building number, room number, and quantity of keys the customer is requesting.
2. The Statement of Charges must be processed through the MSC servicing finance office for payment.
3. A completed and stamped copy of the DD Form 362 will be brought to Real Property for Processing.

DD Form 1131(Cash Collection Voucher)

1. Cash collection voucher must state the building number, room number and quantity of keys the customer is making payment for.
2. The DD Form 1131 and Cash payment will be processed through the MSC servicing finance office for payment.
3. A completed stamped copy of the DD Form 1131 will be brought to Real Property for processing.

DA Civilians/Contractors

DD Form 1131(Cash Collection Voucher)

1. Cash collection voucher must state the building number, room number and quantity of keys the customer is making payment for.
2. The DD Form 1131 and Cash payment will be processed through Directorate of Public Works Resource Management Office in bldg 4613. Hours of operation are from 1200 hrs to 1500 hrs or an appointment may be scheduled at 254-553-3275.
3. A completed stamped copy of the DD Form 1131 will be brought to Real Property for processing.

Processing time for key request generally is 1-5 business days. Hand Receipt Holders and Signature Card appointees are the only personnel authorized to pick up keys.