

## Cycle Lockers

The process;

1. A student or staff member gets the registration form from the intranet or in the reception area.
2. They complete the form and take it to the reception area with their payment.
3. The payment is accepted and a receipt is attached to the form.
4. They are then instructed to contact either by phone or e-mail the centre administrator for Chaffron Way & Kiln Farm Rachel Broomfield or centre administrator for Bletchley & APB Jo Meers.
5. They must present the form with proof of payment to the centre administrator, before a locker number can be allocated to them.
6. The centre administrator will arrange for the on duty premises supervisor to meet with the user to open the locker.
7. Each locker has it's own by-pass key which is numbered against the locker and all the padlocks supplied with the locker (these MKC padlocks must only be used when lockers are vacant) have a generic key (premises supervisors on all sites will have a set of all locker keys).
8. When opening the locker, the premises supervisor will re-lock MKC padlock to the inside of the door for safe keeping (several holes provided).
9. The user must supply their own padlock and pass over a duplicate key to this padlock to the premises supervisor for future safety and maintenance issues.
10. The premises supervisor will attach this padlock key to the relevant locker by-pass key in his possession.
11. If a user loses or forgets the key to their own padlock they should not contact the premises supervisor to unlock or lock the locker as this will be refused.
12. If the key is genuinely lost then the user must inform the centre administrator who will contact the premises supervisor to unlock the old padlock using the duplicate key supplied by the applicant. The user must replace this padlock with a new one and pass a copy of the new key to the premises supervisor.
13. If a user has lost the key during the day and requires the locker to be unlocked for the retrieval of a bike for their homeward journey then they must inform the centre administrator who will contact the premises supervisor to unlock the old padlock using the duplicate key supplied by the user (both key and padlock will be passed back to the user).
14. The locker will then be re-locked with the MKC padlock for security reasons, if a user wishes to continue the use of the locker then they must replace the padlock or missing key with a new one and contact the centre administrator who will duplicate steps 5 to 9.
15. During half terms the lockers will be evaluated by the premises supervisor both internally and externally for wear & tear and damage with a report of any damage going to the centre administrator for actioning.
16. All wear & tear and damage must be reported to the centre administration as and when discovered by the user.

17. If a user wishes to continue to hire the locker past the end of the college year (staff member) then they must inform the centre administrator before the summer break.
18. If a user wishes to renew their hire of the locker for the next college year (student) then they must inform the centre administrator before the summer break
19. If a user wishes to terminate the hire of the locker, they must inform the centre administrator before the summer break.
20. On the day that a user wishes to vacate the locker they must contact the centre administrator so that they can they can (a) arrange for a premises supervisor to inspect the locker and (b) contact the Finance department to arrange for a cashier to raise from petty cash the deposit amount.
21. If the premises supervisor has found no malicious damage they will return the spare key to you and lock up the cabinet using the original padlock. **Please note** from this time on you will not be able to use the locker.
22. The premises supervisor will report that all is satisfactory to the centre administrator who will raise a petty cash docket for the deposit amount (this will be countersigned by a relevant manager). The centre administrator will notify the cashier at reception that the user will be calling in to claim their deposit back.
23. The user must collect the docket from the centre administrator.
24. The user must then take the docket to the cashier at the reception, where they will be asked to sign for their deposit before receiving it in cash. **Please note** the cashier is only available during the mornings.
25. If all is not well and there is a problem with the state of the locker then this needs to be reported to the centre administrator for them to consult with a relevant manager.
26. A manager will carry out an investigation as to who might be held responsible for the damage found and will decide accordingly.
27. If this decision is appealed against then a Director or above will sit and look at the findings from all concerned to make a final decision.