

When locksmith services are required, please follow the process outlined in this document for placing a request. Locksmith services include the installation of a physical lock to a door or the replacement of a broken or jammed lock. The request will fall under one of the following categories:

After identifying the appropriate category for the request, fill out the Locksmith Service Request Form as outlined below.

- Tenant Enter/Exit  
*(All tenant requests must be processed through your appointed C&R Manager  
Please forward the completed form to: [CRDevelopment@yyc.com](mailto:CRDevelopment@yyc.com))*

Commercial & Retail Manager will provide the tenant with options available and coordinate the installation of the locks and keys when an airport tenant is beginning or ending a lease agreement.

Applicable to lease entrance doors, back of house doors, airline office and agency doors, utility level store room doors and store front grills

All costs associated with the installation of new locks is the responsibility of the tenant.

- Airline or Agency Request  
*(All airline or agency requests must be processed through your appointed C&R Manager  
Please forward the completed form to: [CRDevelopment@yyc.com](mailto:CRDevelopment@yyc.com))*

Commercial & Retail Manager will provide the Airline or Agency representative with options available and coordinate the installation of the locks and keys when beginning or ending a lease agreement.

All costs associated with the installation of new locks is the responsibility of the requesting agency.

- Maintenance and Repair  
*All repair and maintenance requests and associated costs are the responsibility of the requesting tenant, airline or agency. Complete the Locksmith Service Request Form and send it to [CRDevelopment@yyc.com](mailto:CRDevelopment@yyc.com)*

- YYC Facility Project  
Any requests made by YYC Project Manager are to be sent to [LocksmithRequest@yyc.com](mailto:LocksmithRequest@yyc.com) and must include a purchase order or a project number.

- Other Request  
Requests that don't fall into the first four categories will be examined on a case-by-case basis.

# LOCKSMITH SERVICE REQUEST FORM

## TO BE COMPLETED BY THE REQUESTING INDIVIDUAL

REQUESTER		
NAME (First, Last)	COMPANY	DEPARTMENT, DIVISION OR CONTRACTOR NAME
PHONE (Including area code)	EMAIL	DATE OF APPLICATION (YYYY-MM-DD)
BILLABLE TO:		
<input type="checkbox"/> Same As Requestor	NAME (First, Last)	COMPANY NAME
ADDRESS	PHONE (Including area code)	EMAIL

SERVICE REQUESTED	
Commercial & Retail will work with requesting individual and YYC Security to have appropriate lock mechanisms installed. <i>(see Policy instructions)</i>	
<b>SERVICE REQUESTED</b> (Check all boxes that apply)  <input type="checkbox"/> <b>Tenant Enter/Exit</b> <input type="checkbox"/> <b>Maintenance and Repair</b> <input type="checkbox"/> <b>Airline or Agency Request (P.O. required)</b> <input type="checkbox"/> <b>Facility Project (P.O. required)</b> <input type="checkbox"/> <b>Other Request (Describe)</b>	<b>SERVICE DETAILS/SPECIAL INSTRUCTIONS</b> (Service required or any special instructions for accessing the space. ie: closure grill or back of house)  <b>P.O. or Project Number</b>
<b>SERVICE LOCATION</b> (Room number, Description)	<b>KEYS REQUESTED</b> (Key type and/or quantity – up to max of 10 keys)
<b>DATE SERVICE REQUIRED BY</b> (YYYY-MM-DD)	<b>SIGNATURE</b> Jonida Mema
APPROVAL	
<b>SECURITY DEPARTEMENT APPROVAL</b>	<b>SIGNATURE</b>
<b>LOCKSMITH'S COMMENTS</b>	
<b>WORK ORDER NUMBER</b>	<b>DATE SERVICE COMPLETED</b> (YYYY-MM-DD)