

Property Manager Faces Crisis When Guard Loses Master Key

❌ PROBLEM

The number one job of a property manager is to make sure their buildings and their tenants are secure. When something happens that compromises this security, fixing it quickly is the priority of the property manager.

This is exactly what happened to a local property management group at one of their most prestigious office buildings in downtown Kansas City. Instead of using the assigned door keys, a contracted security guard got a hold of a master key. The guard subsequently lost the master key leaving hundreds of offices, two major law firms and a financial firm unsecured. Suddenly, property management was faced with an immediate security threat for tenants.

ROOT CAUSE

Master key systems have a hierarchy that has to be followed to maintain the integrity of the system. In this case someone cut a corner and created a serious breach in the system.

✅ KENTON SOLUTION

In order to handle this quickly and quietly, the property manager made a late night call to Kenton Brothers for a rapid response. Working overnight, six technicians rekeyed and secured all entrances to the building.

By morning, the property manager had addressed the problem and had a solution to present to the building owner and tenants.

After addressing the initial breach in security, the overall system needed to be updated to ensure the future security success of the building. The team at Kenton Brothers rekeyed the entire interior of the building with a new master key system and restored the integrity of the system within a few weeks.



PROPERTY MANAGER SAVES THE DAY

Taking quick action was crucial for the property manager. Relying on Kenton Brothers 100 years of locking hardware experience, allowed them to report the security breach to the tenants along with the news that they had solved the immediate security threat, secured their offices and could ensure the future security success of the building with a new system.

Do you need to bring your security strategy up to date? Contact us for a security evaluation and consultation.



Systems for Security

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