

Halls of Residence – Information for Leavers

You are either approaching the end of your Accommodation Agreement or have chosen to leave the Residence. Please take a few minutes to read the following information which explains the procedure for vacating your room.

Checklist

Have you :

- ✓ Removed all personal items including rubbish from the bedroom and bathroom?
- ✓ Removed all of your own food and cooking equipment from the kitchen including from the fridge freezer?
- ✓ Cleaned your own bedroom and where relevant your en suite shower room?
- ✓ Cleaned all common areas of the flat including the kitchen, shared bathrooms and hallway?
- ✓ Closed the window? Turned off the heater? Locked your bedroom door?
- ✓ Returned your keys and swipe card (where applicable) to Reception? This should be done by 10am on the day your Accommodation Agreement expires. If you plan to leave outside of normal office hours (which are Monday to Friday 8am to 6pm) please ensure that the keys are given to the duty Student Assistant.
- ✓ Completed an envelope at Reception with your name and home address so that we can forward your deposit refund breakdown?
- ✓ Completed and returned to Reception a bank account details form so that we can refund your deposit by bank transfer? Refund of deposits

takes approximately 6 weeks from the last day of your Accommodation Agreement.

- ✓ Notified friends, family, banks, mobile phone companies etc. of your change of address? Post can not be kept at the Residence or re-directed after you have left. Any items delivered will be “returned to sender” (If you are returning to the Residence for the next year and have accepted an offer of a Room please speak to the Residence Manager about delivery of mail).

We will :

- ✓ Check the level of cleaning and charge for any additional cleaning required.
- ✓ Check the level of damage to fixtures and fittings and where applicable, charge for their repair/replacement.
- ✓ Check the condition of the walls in every area of the flat and charge for redecoration wherever damage has been caused by poster/picture marks etc.
- ✓ Check for any signs of communal damage (over and above general wear and tear) and charge to the relevant group of residents accordingly.

FAQ's

How clean does my room have to be to avoid being charged anything?

The room should be as clean on departure as it was when you arrived.

Will I be charged for removal of rubbish?

Yes you will as this is an extra job for the cleaners before they can start to

clean the room. We always recommend that you take all rubbish to the external bins provided.

Can I leave unwanted pots, pans, bedding, clothing and food etc. in the flat?

No, removal of such items could incur an extra charge. Most of the Residences will be participating in a "REUSE" scheme where local charities can benefit from unwanted items – please speak to Reception in your Residence for information.

Will I be charged for communal damage/cleaning costs?

Where damage has occurred that can not be attributed to a person or persons the cost will be divided equally between all flat occupants. The same applies to cleaning costs. In some cases, if you are leaving over a week earlier than your flatmates, you should speak to the Residence Manager about the possibility of booking a visual check appointment during working hours. This should be booked 3 days in advance but may not always be possible depending on Residence commitments. Please speak to Reception for further information.

I have heard from other Residents that charges are made for no good reason and that I will probably get no deposit refunded. Can this happen?

The Residence Managers will ensure that any deductions made are fair and relate to agreed price lists and/or one off invoices from external contractors. Wherever possible evidence will be obtained including photographs. You will also remember that flat checks are carried out throughout the year – any problems will already have been highlighted to you. Most charges will not come as a surprise to the residents. For further clarification please speak to Reception.

Will I be charged for damage caused by the previous occupant of my room and if something was missing when I arrived will I be expected to pay for the replacement?

On arrival you will have been asked to complete a room inventory. This is very

important as it indicates the condition of the flat and its contents in your opinion. This will have been checked by the Residence staff to avoid any incorrect/unfair charges.

Can my deposit refund be paid into a bank account?

Yes it can. You will need to complete a bank details form and return this to Reception. Please note that care must be taken to complete the form accurately to avoid rejection by the Finance Department. Insufficient or incorrect information will result in the payment being made by cheque which could take much longer.

How will I know when my deposit has been refunded?

We will send you a breakdown of the deposit refund by post to the address supplied by you before departure. We will wait until the Finance Department has sent us confirmation of the transfer or until we have received the cheque.

Can I call to chase the refund of my deposit?

Due to the large number of deposits being refunded and the fact that the Residence staff will be very busy at this time we would prefer it if you didn't chase the refund too soon. Dealing with telephone calls and emails can delay the process, diverting the Manager's time elsewhere. We will aim to refund most of the deposits 6 weeks after the last day of your Accommodation Agreement. We would ask that you check your bank account for the refund prior to contacting the Residence.

What will happen if I don't return my keys by 10am?

We will pass on additional charges to you which may include the full cost of lock changes.

The Residence Manager and team would like to wish you every success for the future.