

## **CHECK OUT PROCEDURES**

We would like to take this time to remind you of our recycling facilities. Please recycle as much as you can so we have less of an imprint on our planet.

All personal items should be removed, the unit should be cleaned, and you should lock your door and bring your keys to the office located in West Residence, building 'B' to sign out. We are open from 8:30 am til 8 pm Monday to Friday. If you are checking out when we are not open, please put your keys in a marked envelope and deposit them into our key drop box located at our office.

Residence services staff will enter your unit after you leave to perform an inspection, to check for cleanliness and/or damages. You do not need to be present for this inspection, however; if you would like to be present you must make prior arrangements with your RLC. Please contact 403.440.5191 if you live in East Residence or 403.440.6298 if you live in West Residence to make this arrangement. You must give us at least 24 hours notice if you would like to be present. Weekend appointments will be more difficult to accommodate so you will need to give more than 24 hours notice for us to accommodate your request.

Any damages to the bedroom or common areas will be assessed and a notice will be sent regarding any charges that apply. The following are helpful hints to assist you in avoiding damage charges.

### Leave Your Unit Clean

Prior to departure, you should remove all trash from your unit and clean the unit including the desk and bed drawers, floors, bathroom, kitchen etc. Trash removal or extra cleaning will be assessed charges. A good rule of thumb - leave your room in the condition it was when you moved in.

### Common area Damages – Take Responsibility

Discuss the condition of the unit with your suite mate(s). If something has been damaged in your common areas and the responsibility for the damage lies with a specific resident, you must inform a staff member before hand to confirm with that student. Otherwise, charges will be divided equally among all the residents in the unit.

### Furnishings

- 1) All University furnishings present in your room at the time of check-in must be in your room when you depart AND must be in their original position. Maintenance charges will be assessed for staff moving beds, desks etc.
- 2) Replacement costs will be assessed for all missing items.



3) Furnishings and other items which are the personal property of residents, such as couches, chairs, rugs, and shelves must be removed from your unit prior to departure, or removal charges will apply.

#### Remove All Decorations & Personal Items

All decorative items such as corkboards, mirrors, shelving, posters, hooks, and contact paper must be removed. Decals, stickers, marks, tape, adhesive, nails, "Stick-Up" Air Fresheners and lettering on ceilings, doors, furniture, walls and windows should be cleaned off and/or removed. You will be charged to remove, clean and/or repair damage from these items.

#### Charge Back System – How much will it cost me?

There is a base charge of \$50 per person for any damages or cleaning charges assessed. If a higher charge is warranted, a number of factors would be considered before a dollar amount is assigned to a specific type of damage. Typically, those factors include the cost of materials, the cost of labor and/or the cost to replace items on an immediate or a long-term basis. Any charge assessment will be calculated by Residence Facilities staff.

The majority of the most common cleaning tasks or repairs assessed are avoidable. Below is a list of the most common items which students are assessed for at the end of the year.

- Furniture

- replacement of beds, chairs, desks, tables, couches, etc. due to damage which cannot be attributed to normal wear and tear and/or where the items are actually missing.

- significant scratches, removal of contact paper, stickers, hooks and burn marks and repairing broken drawers, shelves, and doors

- carpets - significant staining or damage

- Failure To Remove Items From The Room/ Units

- carpet remnants, couches, chairs, and other non-university furniture

- excessive trash - papers, books, food items, clothing

- removal of decals, stickers, "Fun Tack", posters, tape, mirrors, contact paper, cork boards and other items from windows, doors, walls, ceilings and furnishings

- Material and Labor Charges

- repair of holes, significant scratches, stains and/or damage to walls, doors, floors, and ceilings

--students' unsuccessful attempts at repairing the above

Key replacement costs:

Mailbox key = \$25.00

Black SAM key = \$25.00

NOTE: \*\*This list is not all inclusive, but represents the most commonly assessed charges. Questions regarding other potential charges should be addressed to Residence Services.