



# Moving out guide

## Post and parcels

**DO** make sure you have contacted Royal Mail to arrange to have your mail or online shopping re-directed (www.royalmail.com). Unfortunately, we cannot store or forward mail and it will be marked 'return to sender'.

**COLLECT** all outstanding parcels before leaving

**AVOID** ordering any new parcels 2 weeks prior to moving unless they are to your new address, please be aware we can NOT forward on any parcels.

**If you are expecting a delivery to arrive after you have vacated, you must:**

**ADVISE** us before you check out, failure to do so will result in parcels not being accepted.

**PROVIDE** us with current contact details.

**BE ABLE** to collect or arrange collection within 48 hours of delivery.

**ANY** deliveries held and not collected within the agreed time will be returned to sender.

## Guide to cleaning

**You should return the house/flat (bedrooms, bathrooms, communal areas) to us in the condition that you received it. This is a guide to the minimum that should be completed:**

**REMOVE** all rubbish and unwanted items, anything we have to dispose will incur a charge.

**DO** sort your rubbish and put it in the correct recycling bin

**DO** put unwanted electrical items in the designated area in the bin store

**DO** put unwanted clothing, books, jewellery and linen in the charity bags we distribute and leave them in the bin stores for collection

**DO** put unwanted and unopened DRY food (tins and packets only) in the charity boxes (NO FRESH ITEMS)

Bedrooms	Bathrooms/Shower rooms/Ensuite
Empty wardrobe and drawers and wipe clean	Clean shower, sink and toilet and remove any limescale
Wipe all surfaces	Scrub floors and clean tiles
Vacuum / clean carpet	Wipe clean all surfaces

### SHARED RESPONSIBILITY

**PLEASE REMEMBER**—you are responsible for your room **BUT** the communal areas are a shared responsibility. If there are cleaning or damage charges in these areas, they will usually be divided between all house/flatmates. It is important to meet with your house/flatmates and agree who will be completing tasks.

Communal areas: kitchens, living areas, hallways and stairs
Empty all cupboards and wipe clean
Defrost fridges and freezers—turn off and leave doors wedged open
Clean cookers and hobs thoroughly inside and outside including all grill pans, wire racks / shelves and the extractors
Clean microwave inside and outside
Wipe clean all walls and surfaces (including skirting boards and window sills)
Hard floor—sweep and mop. Carpets—vacuum thoroughly
Return all furniture to its original position

**PLEASE REMEMBER**—even if you are the FIRST to leave, charges will be made based on the condition at inspection after the LAST person has left.

## Help with cleaning

If you need assistance you can contact UWE Cleaning Services. They offer value for money cleaning services and can help minimise the chance of any charges. Please book your chosen services at the online shop: [tiny.cc/cleaningservices](http://tiny.cc/cleaningservices)

## Charges

Rubbish removal	£10 per bin bag
Large item removal	(eg TV, sofa) £40 per item

## Cleaning Charges

Bedrooms		Communal - Kitchen, living rooms, hallways and stairs	
Clean bedroom	£20	Carpet shampoo	£20
Shampoo bedroom carpet	£20	Fridge or freezer	£30 (for each unit)
Bathrooms	£25	Oven or hob	£50 (for each unit)
		Microwave	£10
		Kitchen clean (excluding white goods)	£50

## Damage Charges

The most common charges are listed below if you have any concerns please contact Accommodation Services.

Bedrooms		Bathrooms/Shower rooms/Ensuite	
Breakfast bar	£182	Mirrors	£80
Curtains	£50 - £90	Redecoration Walls Ceilings	£45 - £150 £150 - £300
Flooring	£35 per square metre / £370 per whole room	Upholstery cleaning / covering Chairs from Sofas from	£40 £80
Heaters	£180	Worktops	£88 - £205
Mattress	£65	General furniture repairs Case by case—please contact us in advance for a quote	

**DON'T** attempt to 'touch up' or redecorate damaged or marked walls—this can make them look worse and result in charges – just notify your Accommodation Manager asap.

## Keys/fobs and access cards

It is highly recommended that you return your keys/fob/access card to your customer services desk on the day you leave. However, if you are not able to do this, please post them by recorded delivery in a padded envelope:

**Accommodation Services, 1US Carroll Court, UWE Bristol, Frenchay Campus, Coldharbour Lane, Bristol BS16 1US**

**HOLLIES RESIDENTS** please place key in envelope provided and post through the letter box in Block 2, The Hollies.

**GLENSIDE RESIDENTS** please place key in envelope provided and post through the letter box in 1H29.

## Lost and non-returned keys/fobs/access cards

We require you to return all access cards, fobs and/or keys to your property by midday on the end date of your licence.

**PLEASE NOTE: we reserve the right to charge you for their non-return, the minimum charge for this will be £50.00.**

## Bikes

Please remember to take your bike when you leave. We do not have the facility to store them. Any bikes remaining after August 15th will go to charity.

### IMPORTANT INFORMATION

Once your contract has ended you will not be able to return to your accommodation.

## Accommodation Services process

After you have left, and returned your keys/fobs/access card, your room will be inspected for cleanliness and any damages or repairs required.

After the last person in your house/flat leaves, the communal areas will be inspected for cleanliness and any damages or repairs required.

**PLEASE NOTE: cleaning and damages are chargeable BUT not routine repairs.**

If you have any questions you can contact the following Customer Service Desks

**Cotswold Court Telephone: +44 (0)117 32 86227**

**Wallscourt Park Telephone: +44 (0)117 32 87364**

**Accommodation Services – Email: [accommodation@uwe.ac.uk](mailto:accommodation@uwe.ac.uk)**