



Moving out guide

A checklist of things to do before you move out of accommodation.

Post and parcels

DO make sure you have contacted Royal Mail to arrange to have your mail or online shopping re-directed (royalmail.com). Unfortunately, we cannot store or forward mail. Royal Mail deliveries will be returned to sender and other deliveries will be donated.

COLLECT all outstanding parcels before leaving.

AVOID ordering any new parcels 2 weeks before moving unless they are to your new address. We cannot forward on or store any parcels.

If you are expecting a delivery to arrive after you have moved out, you must:

LET US know before you check out. We can't accept any parcels for you without this information.

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 this time will be returned to sender.

You can contact Royal Mail to arrange post and parcel on its way to be redirected to another address.

Find out more information on Royal Mail website.

Guide to cleaning

You must return the house/flat (bedrooms, bathrooms, communal areas) to us in the condition you received it.

The minimum that should be completed includes:

REMOVE all rubbish and unwanted items. Anything we have to dispose will incur a charge.

SORT your rubbish and put it in the correct recycling bin.

PUT unwanted electrical items in the designated area in the bin store.

DONATE unwanted clothing, books and good quality items to the Sustainability Hub or in the British Heart Foundation charity bins.

DONATE unopened dry food (tins and packets) via 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

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. Decide together which house/flatmate will be cleaning each communal area before anyone moves out.

Communal areas: kitchens, living areas, hallways and stairs
Empty all cupboards and wipe clean
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)
Sweep and mop all hard floors, and thoroughly vacuum the carpets.
Return all furniture to its original position

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.

Charges

Rubbish removal	£40 per bin bag
Large item removal	(eg TV, sofa) £50 per item

Cleaning charges

Communal – Kitchen, living rooms, hallways and stairs		Bedrooms	
Carpet shampoo	£35	Clean bedroom	£35
Fridge or freezer	£40 (for each unit)	Shampoo bedroom carpet	£30
Oven or hob	£50 (for each unit)	Bathrooms	£35
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	

DON'T attempt to make any repairs yourself. This can make them look worse and result in charges. Let your Accommodation Manager know of any damages as soon as possible.

Moving out

Check your license agreement for the date you must move out by. All students must move out by 12:00 midday on the end date of their license. If you are not sure of your end date or wish to discuss a summer stay with us please contact Accommodation Services – details below.

Keys/fobs and access cards

You need to return all key cards, fobs and/or keys for your property by midday on the end date of your license. We reserve the right to charge you for non-return keys/fobs and access cards. The minimum charge for this will be £50.00.

FRENCHAY RESIDENTS return your access card to Customer Services as you leave your accommodation. Alternatively, you can drop this into the 'key return' box located within each of the Village pavilions by the postboxes in Purdown View, or outside Wallscourt Park Student Life Common Room.

GLENSIDE AND THE HOLLIES RESIDENTS return your key and fob to Customer Services (1H29), or drop them into the 'key return' boxes. They're by the post boxes on Glenside and in The Hollies laundry. If Accommodation Services are not open, post them through the letterbox.

If, due to unforeseen circumstances, you cannot return your key/fob/card on the day you move out, post them by recorded delivery in a padded envelope as quickly as possible to the address below. Include your student ID but do not include your campus address.

Accommodation Services 2N02
University of the West of England
Frenchay Campus
Coldharbour Lane
Bristol BS16 1QY

Bikes

Don't forget to take your bike when you leave. We do not have the facility to store them. If you no longer need your bike, you can donate it to a charity. The Bristol Bike Project and Bike Project Gloucestershire are both local charities who can give your bike to a new home. Any bikes remaining on campus after 15 August will be removed. gloucestershirebikeproject.co.uk
thebristolbikeproject.org

Accommodation Services process

Once you have moved out, 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.

Cleaning and damages are chargeable BUT not routine repairs.

Important information

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

If you have any questions, you can contact Accommodation Customer Services every day between 09:00–18:45 on +44 (0)117 32 83601 or accommodation@uwe.ac.uk