



Moving out guide

What you need to do before you move out of your accommodation.

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 cannot 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 this 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 place them in the appropriate charity stations.

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

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 before you all start to leave.

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–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. Notify your Accommodation Manager as soon as possible.

Moving out

Please check your license agreement or see local signage for the end date of your license agreement. We request that all students 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

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

PLEASE NOTE: 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 please return your access card to Customer Services as you leave your accommodation. Alternatively, you may drop this into the 'key return' box located within each of the village pavilions or outside at Wallscourt Park Customer Services.

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

HOLLIES RESIDENTS please place your key and fob in the envelope provided and post through the letter box inside The Hollies, Block 2, next to the Laundry door.

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
University of the West of England
Frenchay Campus
Coldharbour Lane
Bristol BS16 1QY

Bikes

Please remember 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

IMPORTANT INFORMATION

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

Accommodation Services process

After 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.

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

If you have any questions, you can contact Accommodation Customer Services every day between 07:00–19:00 on +44 (0)117 32 83601 (option 1) or accommodation@uwe.ac.uk