



Checking out

In accordance with your Tenancy Agreement we ask that all tenants check out of their properties by 12pm (midday) on the day of departure. If you think you will be unable to meet this deadline please contact the Graduate Accommodation Office so that alternative arrangements can be made.

The end date is set out in your Tenancy Agreement and you should vacate your accommodation on this date unless you have agreed an alternative date with the Graduate Accommodation Office and/or signed a new Tenancy Agreement before the end of your existing tenancy. If you wish to vacate your accommodation earlier, you are free to do so but please be aware that you will be liable for the rent until the end of your tenancy.

There are two checking out processes, one for tenants leaving before or after 31 July and one for those leaving on 31 July.

I am leaving before or after 31 July

Making a check-out appointment

Prior to checking out please contact your caretaker to arrange a check out appointment on your day of departure. To help us ensure the process goes as smoothly as possible we ask that these arrangements are made at least 10 days before your departure.

Appointments are arranged on a first-come-first-served basis, so if you require an appointment at a particular time or on a particular day we suggest that you contact your caretaker to arrange this as early as possible. Please be aware that the caretakers are unable to schedule appointments for 31 July due to the high number of tenants who vacate on this date.

To ensure that the check-out process runs smoothly and efficiently for all tenants on the day you check out we would be grateful if you could ensure that:

- you are on time for your appointment
- your accommodation is completely clear of your personal belongings
- your accommodation is clean and ready for a new tenant to move into

Your caretaker will try to stick to the appointment schedule as closely as possible, however check-out appointments are sometimes delayed due to factors beyond the caretaker's control (including previous tenants being late for their appointments). If you have travel plans on the day of your

appointment (such as a booked flight), we would suggest that you leave plenty of time between your appointment and the time you need to leave Oxford, to allow for any such delays.

Clearing and cleaning your accommodation

- Please ensure the accommodation is returned clean and ready for a new tenant to move into.
- Tenants in single study bedrooms who use a shared kitchen will need to ensure that their allotted kitchen cupboard and fridge/freezer shelf are clear and clean
- We would be grateful if you did not leave items in your room or flat for future tenants to use. Please either take your belongings with you, arrange to hand them to another student in person before you go or dispose of them responsibly. Please refer to your caretaker for advice.

During the check-out appointment your Caretaker will:

- Check the state of your accommodation against the inventory (which was provided to you at the commencement of your tenancy and which should have been counter-signed by you at the time) and ensure the accommodation has been left clean, tidy and free of damage. If you have misplaced your copy of your inventory and wish to review it prior to your appointment please contact your caretaker in advance.
- Record any damage to your accommodation on the Check-Out Form (see below); you may be charged for damage.
- Tell you if any additional cleaning is required, and how much you will be charged, over and above the sparkle clean that is always carried out in preparation for the next tenant moving in

The Check -Out Form

During your check-out appointment you will be asked to complete a Check-Out Form. This form will ask you to provide:

- a forwarding email and postal address should we need to contact you regarding the return of your deposit or any additional charges that may have been incurred
- debit card details to enable us to return money owing to you (including the balance of your deposit, if any).

Any damage or cleaning charges will be stated on the form. You and your caretaker will both sign the form and you will be given a copy for your records. Your caretaker will return the other copies to our accounts team for processing.

If you have any questions regarding your account or the return of your deposit please contact the Graduate Accommodation Office accounts team directly at

accounts.graduateaccommodation@admin.ox.ox.uk

Nominating someone to check out on your behalf

We appreciate that it may be difficult for you to arrange a check-out appointment during normal working hours. If this is the case and you are unable to make your check out appointment, you can nominate someone else to do this on your behalf. You will need to fill out a Nomination Form with the following details:

- your name and the address of the accommodation
- your forwarding address
- your forwarding email address
- the name and contact details of the person you wish to nominate
- confirmation that the nominated person is authorised to complete the Check Out Form on your behalf (including signing this to agree any damage or cleaning charge that may be required).

Keys and vacating the property

You will be required to hand over your keys to the property and vacate the accommodation. This includes your room/flat key as well as any front door, window, garage, laundry room, bike shed and common room key you may hold. This can be done either at the end of your check out appointment or following on from your check out appointment but in agreement with your Caretaker.

<h3>I am leaving on 31 July</h3>

If you are vacating your accommodation on 31 July you will not be required to make an appointment with your caretaker and there will be a key drop facility on site. This approach may also be used on any other day when large numbers of other students are also vacating their accommodation. The Graduate Accommodation Office will notify you if these alternative check-out arrangements are in operation on your chosen check-out day.

Checking out

- Before you vacate the accommodation you will need to fill out a Financial Information Form, which will be sent to you by the Graduate Accommodation Office accounts team, with the following information:
 - a) A forwarding email and postal address should we need to contact you regarding the return of your deposit or any additional charges that may have been incurred
 - b) Debit card details to enable us to return money owing to you (including the balance of your deposit, if any)
- You will need to drop all keys for your accommodation into the Key Drop Boxes provided before you vacate the property. This includes your room/flat key as well as any front door, window, garage, laundry room, bike shed, and common room key you may hold. Please contact your caretaker regarding the location of the Key Drop Box at your site.
- Shortly after you vacate the property your caretaker will check the property against the inventory which was provided to you at the commencement of your tenancy (which should have been counter-signed by you at the time), to check that the accommodation has been left clean, tidy and free of damage. If you have misplaced your copy of your inventory and wish to review it prior to your appointment please contact your caretaker.
- Your caretaker will complete a Check-Out Form recording any damage to the accommodation which is not listed on the inventory and any charges for additional cleaning required over and above the sparkle clean usually carried out by the University. If you wish to see a copy of this completed form please contact the Graduate Accommodation Office.

Things to remember

- Furniture, electrical items or medical supplies cannot be disposed of in the University's bins. If you need help finding a method of disposal please speak to your caretaker.
- If you abandon or discard any of your possessions in your accommodation or on the graduate housing site, we will deal with these in accordance with our [Left Luggage policy](#).
- We may need to show your flat to prospective tenants within the last two months of your Tenancy Agreement. We will notify you of the date and time of any such appointment 24 hours' in advance, as set out in the agreement.
- Please return all parking permits to your caretaker as they will not be valid once you have vacated your accommodation.
- Any mail received by the caretaker on site after you have vacated will be returned to sender. We recommend that you that you make arrangements for your mail to be redirected. For information on how to do this please follow the link below
<https://www.royalmail.com/personal/receiving-mail/redirection>
- We can provide references for a future Landlord or Letting Agency, however you must email graduate.accommodation@admin.ox.ac.uk and provide your permission for us to release information about your tenancy to a third party.
- If you wish to discuss your tenancy, your leaving arrangements or if you have any other queries, please contact the Graduate Accommodation Office on 01865 (2)80923 or send an email to graduate.accommodation@admin.ox.ac.uk.

Return of your deposit

Your deposit will be returned to you, minus any deductions (for unpaid rent, utilities and any other charges including additional cleaning or damage), using the debit account details you have provided us with in accordance with the terms of your Tenancy Agreement.

We aim to make this payment within four weeks of the end of your tenancy. You will be sent a copy of your closing account detailing the return of your deposit (and overpaid rent if applicable) minus any final charges.

Any alternative arrangements for repayment need to be agreed with the Graduate Accommodation Office accounts team prior to your check-out.

If you wish to raise a query in relation to your closing account please contact our accounts team on 01865 (2)80928 or email accounts.graduateaccommodation@admin.ox.ac.uk

The process of checking out if you are vacating on or before 31 July

Tenant decides to vacate their property before 31 July or has an agreed extension and is vacating after 31 July



Tenant contacts caretaker to make a check-out appointment



Tenant cleans and clears the property



Check out appointment is carried out and inventory checked



Check out form is completed by caretaker and signed by tenant



Tenant returns keys to caretaker



Deposit is returned minus deductions

The process of checking out if you are vacating on 31 July

Tenant decides they do not wish to extend their contract and moves out at the end of their tenancy



Tenant completes Financial Information which will be sent to them by the Graduate Accommodation Office accounts team



Tenant cleans and clears the property



Tenant drops keys in site drop box



Caretaker checks the property against the inventory



Caretaker completes a check-out form



Deposit is returned minus deductions