

GETTING YOUR MONEY BACK

THINGS TO KNOW WHEN MOVING OUT OF THE APARTMENTS

Last day of contract: April 19, 2024 @ 4:00pm



**AFTER HOURS KEY RETURN
OUTSIDE HOUSING OFFICE**

If you move out on a weekend or after office hours, please:

- Place your black key fob and Access Card (if you were issued one from Housing) in the envelope provided & place in the return mailbox outside the Housing Office C420 U Hall

If you are moving out Monday – Friday between 9:00am – 4:00pm please:

- Drop off your black key fob and Access Card (if you were issued one from Housing) in C420 Housing Office



Students with Access Cards (white card) programmed with any additional access to buildings other than for residence access are NOT required to return their cards. (Housing will email residents that should KEEP their cards)

What needs cleaning:

Please refer to the Housing website for further move out information (www.uleth.ca/housing/moving-out)

Bedroom

- ☐ Remove all belongings
- ☐ Close & latch the window
- ☐ Wipe down surfaces
- ☐ Empty all drawers
- ☐ Take out the garbage
- ☐ Vacuum the floor

Common Area

- ☐ Remove all your food from the fridge, freezer and cupboards
- ☐ Clean out kitchen cupboards where your food and dishes were stored.
- ☐ Remove all personal items from the kitchen and suite area
- ☐ Take out garbage

Bathroom

- ☐ Remove personal belongings
- ☐ Take out garbage
- ☐ Clean the shower
- ☐ Clean the toilet
- ☐ Wipe down surfaces
- ☐ Clean the floor
- ☐ Clean Sinks

If housekeeping needs to do additional cleaning:

As you are leaving:

If key FOB is returned late or lost:

Cleaning fees will be assessed at **\$50.00 per hour**. Cleaning charges assessed for common areas, kitchens and bathrooms will be divided among roommates.

- ☐ Make sure to take all your belongings. Unclaimed items will be donated to a local charity after 30 days.
- ☐ **Remember to close your window, turn off lights.**
- ☐ **Email Housing Services (housing@uleth.ca) to notify you have vacated the unit.**

You will be charged \$100.00 for the first night and a daily room rate commencing the second night until you notify Housing Services you have vacated the unit. If you lose your key, the FOB charge is \$75.00. Late move-out charges will apply until you report your key lost.

Mail Services & Security Deposit Refund:

Housing Services is unable to redirect student mail and will not hold onto any parcels delivered after April 18th, 2024.

SECURITY DEPOSIT REFUND (DIRECT DEPOSIT REFUND)

Security deposit refunds will be processed by **June** for eligible students.

For a refund please choose 1 option and forward the necessary information to cash.office@uleth.ca:

- 1.) **Direct Deposit refund** - Please go onto your Bridge account under Student Menu– Student Account – Direct Deposit. Set up your “Accounts Payable” banking information. Please note – this is NOT your Debit Card Number. Once this is complete, please email the cash.office@uleth.ca with your ID# and last 3 digits of your bank account number and a class taken last semester.
- 2.) **Cheque refund** - If you would prefer a cheque sent out, please email the Cash Office and provide your ID# and current address; ensure this address is current on your Bridge account under “Personal Information”.
- 3.) **Transfer to student account** - Deposits paid for housing can also be transferred to tuition or other fees owing upon request. Please email the Cash Office with your ID# and request.

International Students returning to their country of origin

To receive your security deposit refund - International refunds can be processed through PayMyTuition, Convera or conventional bank wire means. Please contact the Cash Office directly to discuss which option is suitable for you. More information can be found here <https://www.ulethbridge.ca/financial-services/refunds>

International Students staying in Canada

Please choose option 1, 2 or 3.