How to protect...
Your deposit

2018/19
Allen Court
**Why complete an inventory?**

Let’s be honest, no one wants to get charged for something that they didn’t do. We check everything before you arrive to make sure it meets our high standards and that nothing is broken, damaged or missing but sometimes things can be missed. Completing an inventory is your opportunity to make us aware of any issues with your accommodation and make sure you’re not charged for them.

Your inventory must be completed within seven days of your contract start date, otherwise it will be assumed that you are responsible for any damages and you may be charged out of your deposit to put them right.

**For Shared areas**

You’ll need to get together with the rest of your flatmates to go through the inventory together, with only one person submitting it.
What's the deal with deposits?

When you accepted your contract, you paid a deposit of £150. This is held in case you are responsible for any damage or cleaning issues in your accommodation. We want to maintain a high standard for you and future students so if there is a problem, those responsible will be charged out of their deposits to put things right.

How do you identify charges?

When we are made aware of an issue in your accommodation, by you, housekeeping or during an inspection, we identify whether it has been caused by general wear and tear or by wilful or accidental damage.

If it is caused by wear and tear, you won’t be charged. If we think it’s as a result of damage, whether accidental or on purpose, evidence such as a photograph will be taken and we’ll notify you by email with details of the damage and cost. The email we send will be to make enquiries in relation to the charge and no charge is applied at this stage.

When you move out, your room and shared areas will be inspected and compared to the information stated in your inventory. If there are any differences you will be charged.

Example: Chair material bobbling or wearing is classed as wear and tear, whereas stains on the carpet and chairs are classed as damage. Accidents do happen, but please treat your residence like a second home. Please report any issues to maintenance.
WHO'S CHARGED FOR WHAT?

PROBLEMS IDENTIFIED IN A BEDROOM
The individual resident will be charged

PROBLEMS IDENTIFIED IN SHARED KITCHENS, BATHROOMS AND LIVING AREAS
The cost will be split between all residents of the flat unless those responsible are identified

PROBLEMS IDENTIFIED IN SHARED HALLWAYS, STAIRWELLS AND LIFTS
The cost will be split between all residents in the block unless those responsible are identified
How will I be charged?

If any potential charges are identified during the course of the year, we will email you with details of the damage and cost and how to access further information through the inventory and charges system. You will then have the opportunity (normally 7 days) to raise any queries with us or discuss this further before the charge is deemed final.

Individual damage

If the charge is to be made, we will send you a link to make payment to us via the University’s payment portal. You can pay online using a debit/credit card or in person at the Income Office. Your account on the inventory and charges system will then be updated to show that you have paid.

Shared area damage

Once you’ve moved out, we will email you within 28 working days of your contract end date to advise you of any additional charges made and view what deposit refund is to be made to your account. You will then have the opportunity to discuss any charges with us. The cost will be taken from your deposit.

Charges amounting to less than £150

Amount deducted from your deposit and the remaining funds returned to you.

Charges amounting to more than £150

You will be sent a link to make payment via the University’s payment portal.

Following deposit returns you will have a number of weeks to raise a query with us before the charge is closed or a payment link is sent. If payment is not made within the advised timescale we may raise an invoice to you for the balance owed. If we discover an error on our part has been made, we will refund you.

How will my deposit be returned to me?

Any remaining balance of your deposit will be refunded into your bank account. To ensure you receive your refund as quickly as possible, you will need to confirm your UK bank account details. There will be a secure facility available via your online University account, MUSE, between May and July 2019 where you’ll be able to provide us with your correct details.
Inspections

What happens at inspection?
Your room and shared areas are checked to make sure they are clean and tidy. It is also a chance for us to identify any damage to property, fixtures or fittings.

Housekeeping Inspection

What is a housekeeping inspection?
Fear not, a Housekeeping inspection is simply an opportunity for us to come and see how you are looking after your accommodation - and check whether you’re maintaining cleaning standards and spotting if there’s any damage.

When will my inspection take place?
Your accommodation will be inspected twice during your contract. You’ll be notified a week in advance of your inspection, so you’ll have plenty of time to prepare.
Inspections

How to pass a mid-year inspection

- Tidy away any mess
- Mop and vacuum floors
- Wipe down the bathroom tiles, sink and toilet
- Wash the shower curtain in the washing machine and hang it back up to dry
- Clean and tidy all work surfaces
- Take out all rubbish and recycling
- Clean inside and outside of the cooker and microwave

Remember that sharing the cleaning and tidying amongst your flatmates will make things much easier! At the start of your contract your Residence Life mentor will visit your flat and help you create your flatmate agreement, which will include a cleaning rota.

Failing a mid-year inspection
If your room, en-suite or shared areas aren’t clean and tidy, you’ll have seven days to put things right. If it’s still not up to standard you’ll be charged out of your deposit for cleaners to come in.
What is an end of year inspection?
An end of year contract inspection takes place once you have vacated your accommodation. It is a chance for us to have a thorough look at the property.

The end of year inspection links to your inventory:

<table>
<thead>
<tr>
<th>SUBMITTED INVENTORY</th>
<th>NO INVENTORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you completed your inventory we will compare the condition of your accommodation to your original description. If problems are found which weren’t reported in your inventory you may be charged out of your deposit to put them right.</td>
<td>If any issues are highlighted in the end of contract inspection, it will be assumed that you are responsible and you’ll be charged out of your deposit to put them right.</td>
</tr>
</tbody>
</table>
Most common charges and how to avoid them!
Here are this years’ most common damages:

<table>
<thead>
<tr>
<th>ITEM</th>
<th>TOP TIPS</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mattress</td>
<td>Do not misuse by handling excessively or repeatedly pressing the buttons on your device.</td>
<td>£85 - £100 to replace</td>
</tr>
<tr>
<td>Intercom</td>
<td>To replace: £50</td>
<td></td>
</tr>
<tr>
<td>Dining Chair</td>
<td>Report loose or cracked seats</td>
<td>To replace: £63</td>
</tr>
<tr>
<td>Water / CO2 Fire Extinguisher / Water Mist Extinguisher</td>
<td>Only use in an emergency</td>
<td>£46 (water)/£50 (CO2). £100 (water mist). Plus minimum £50 fine for malicious use</td>
</tr>
<tr>
<td>Fire Door</td>
<td>Don’t kick or throw objects at doors, as piercing the protective covering may require the door to be replaced for fire safety</td>
<td>£700-£1,000 depending on the location and type</td>
</tr>
<tr>
<td>Carpet Replacement / Clean</td>
<td>Clean up spills straight away and if you can’t, contact us to avoid the stain becoming permanent</td>
<td>£300 - £1,000 for replacement, £18 - £95 for clean, dependent on area</td>
</tr>
<tr>
<td>Ceiling Tile</td>
<td>Don’t play ball games indoors</td>
<td>To replace: £13.26 each</td>
</tr>
<tr>
<td>Sofa Cover</td>
<td>Don’t put sharp objects on the sofa as they can tear fabric. Avoid staining by cleaning any spillages immediately</td>
<td>£250 - £800</td>
</tr>
<tr>
<td>Computer Chair</td>
<td>Report damaged seating</td>
<td>To replace: £101.51</td>
</tr>
<tr>
<td>Ceramic Hob</td>
<td>Clean your hob after each use and don’t allow food to stick to the surface</td>
<td>To replace: £160</td>
</tr>
<tr>
<td>Wall Repaint</td>
<td>Walls - Don’t stick posters to the walls - please use the noticeboard provided in your bedroom and living rooms.</td>
<td>To repaint one wall: £30</td>
</tr>
</tbody>
</table>

*All prices are approximate.*
**RESIDENCE LIFE**

Residence Life offers support, events, sports, activities and other extra-curricular, social and development opportunities, designed to enhance your residential experience. Residence Life Mentors are experienced students who are here to support you during your time in University accommodation. They can help with emotional issues, academic worries, disagreements amongst flatmates, or if you just need someone to talk to and don’t know where to turn. If they can’t help or don’t know the answer, they’ll signpost you to someone who can.

If something gets broken, it needs to be fixed or replaced. The amount that items cost may be more than you think and the University only charges the cost that is passed to us. Costs include labour, materials, delivery and VAT – which all add up!
Every effort has been made to ensure the accuracy of the information given in this leaflet but the University cannot accept responsibility for any errors or omissions. Accommodation is continually reviewed and there may be changes between the date of publication and the time you commence your stay in our residences.