Your Guide to... Moving Out of Ranmoor/Endcliffe & City 2019
In other words deposits, inventories & inspections
Returning your keys and cards

By 10am you need to hand in your...

- Keys
- Fob
- Cycle Keys
- Circuit Laundry Card

HAND IN TO:

- Customer Services at The Edge or The Ridge
- Smart Move Sheffield in the Students’ Union (open 10am-5pm, Monday-Friday)
- Broad Lane Court, St George’s and Mappin Ct have key boxes (Broad Lane Court will have one key box per block) where you will be able to leave your keys for one week prior to contract end date

Check your contract end date to see which date applies to you (If you haven’t got a copy of your contract please use the following link to check your end of contract end date. https://www.sheffield.ac.uk/polopoly_fs/1.833137!/file/ResidenceContract2018-19-Final.pdf In advance of moving out, you’ll need to pick up a Key Return Envelope, which can be collected from The Edge, The Ridge or propertywithUS. Remember to complete all the details on the front so we know the keys belong to you!

Oops... If you forget, you will need to post your keys back to Customer Services at The Edge by Royal Mail Special Delivery or by courier. Keys should be posted in a well secured, padded envelope and sent by recorded delivery for your peace of mind. Ensure you pay the correct postage or your keys will be returned to sender. Please remember to redirect your post or it will be returned to sender. Don’t forget to put a note inside to tell us where you were living.

If we’ve not received your keys and cards within 7 working days, you’ll be charged £20 per key, £10 per fob and £5 per Circuit laundry card. You may also be charged additional rent until such time as the keys have been returned. If we need to change the locks, there will be a £250 charge.

For more information, visit Customer Services at The Edge and The Ridge, call 0114 222 4488 or email acs-customerservices@sheffield.ac.uk
YOUR CIRCUIT LAUNDRY CARD

There's some information we'd like to remind you of about your Circuit laundry card

- If you have more than £5 left on your card and would like a refund, visit the Circuit website at www.circuit.co.uk/i-want-to-do-my-laundry/laundry-help
- You will be charged a £3 admin fee by Circuit, which will be deducted from the refund.
- To avoid being charged the admin fee, we suggest you start using up your credit now. Why not swap credit with your friends who have run out?

Find out more at www.circuit.co.uk

Dates to remember

Confirm your bank account details via MUSE

FROM APRIL 30 TO JUNE 30

Donate your unwanted items at the Donate Don’t Waste collection points

ALL YEAR ROUND

Move out and hand in your keys before 10am - check your contract to see which date applies to you

JULY 6 JULY 7

If you don't remove your bike within 28 days of your contract end date, your cycle will be donated to charity
Deposits & inventories explained

When you moved in...
You paid a £150 deposit, which is held in case you’re responsible for any damage or cleaning issues whilst you live here. You should have also completed an inventory online at [http://onlineinventory.shef.induction.org.uk/Login.aspx](http://onlineinventory.shef.induction.org.uk/Login.aspx) to let us know if there were any problems with your accommodation. If you have forgotten your password, there is a ‘forgot password’ option on the login page.

Who’s charged for what?

After you’ve moved out...
Your room and shared areas will be inspected. If there’s a difference between what you identified in your inventory and what we find when we inspect your accommodation, you may be charged to put things right. Don’t worry though, we never charge for general wear and tear.

If you didn’t complete an inventory...
If there’s any damage or missing items, we have to assume that you are responsible and you may be charged accordingly.

You’ll find out if you’ve been charged...
Within six weeks of your contract end date, we’ll email you with instructions explaining how to view your deposit statement online.

If charges are more than £150...
We will withhold your deposit and send a payment link to you to pay the remaining amount owed.

Charges less than £150...
This will be deducted from your deposit and any remaining funds will be refunded directly to your bank account (see overleaf).

ROOM CONTENTS INSURANCE
If you’re moving into private accommodation next year, room contents insurance probably won’t be included in the rent. Don’t forget to get cover! Find out more at [www.cover4students.com](http://www.cover4students.com)
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

COMMON CHARGES INCLUDE...
- Removing rubbish, £5 per bag
- Painting, up to £50 per wall
- Mattress, £115
- Computer chair, £125
- Broken or missing items, e.g. £17 to replace a ceiling tile
- Replacing a waste bin, up to £20
- Fire extinguishers, £50
- Sofa damage, e.g. £250 to re-upholster a three-seater sofa or £450 to replace it
- Stained bedroom carpet, £25 to clean.

*Burnt Bedroom Carpet £600, *Fire Door replacement £1100

The prices you see here are approximate and aren’t just for the items but may also include labour, VAT, and delivery.

Confirm your bank account details
You need to let us know which UK bank account you’d like any remaining deposit to be paid into. To do this, log into MUSE now and follow the instructions. You have until 30 June 2019 to provide this information. There may be a delay in getting your funds back to you if you don’t. NEVER send your bank account details via email! To find out more about confirming your bank account, please email residencefees@sheffield.ac.uk or call the Income Office 0114 222 4868.

Deposit returns
The sooner you report any damage in your flat or house, the quicker we can process it and return the deposit. Remember that if you don’t report something and it then breaks beyond repair, you may be charged for it. Your deposit will be returned to you within 28 working days of your contract end date. To report maintenance jobs and/or damage please contact the ACS help desk:
Call 0114 222 4488 (option 1) or email: acs-helpdesk@sheffield.ac.uk.
Take a look at our interactive online map to find your nearest donation bank. Visit: [www.sheffieldsu.com/donatedontwaste](http://www.sheffieldsu.com/donatedontwaste)

**British Heart Foundation**

BHF accept clothes, shoes, handbags, accessories, clean kitchenware, books, CDs, DVDs and small working electrical items.

These can be donated by placing them in the BHF bags provided in your flat or from the main reception desk at the Edge, Ridge or Allen Court and placing these in the donation banks.

BHF banks are located in several places in and around Ranmoor/Endcliffe and City at the following locations:

Endcliffe
Endcliffe vale, Curbar, Derwent A-G, Howden, Lawrencefield.

Ranmoor
Shore Court ans The Ridge

**SHARP OBJECTS**

You can dispose of sharp objects such as knives in the blue bins at The Edge and The Ridge.
How to pass your end of year inspection

Tips from housekeeping

1. Take posters down carefully - damage to walls and paintwork is one of the most common charges.
2. Vacuum and mop the floors.
3. Clean the bathroom tiles, sink and toilet. Wash the shower curtain (it can go in the washing machine) and hang it back up to dry.
4. Empty, defrost & clean your fridge/freezer.
   Non-perishable food items left will be donated to charity whilst others will be placed in the re-food bins or disposed of.
5. Take all domestic waste to the external bins, there will be a charge per bag of rubbish if left. Remember to put any recyclable waste into the correct bins.
6. Clean the oven, hob, grill and microwave.
7. Leave cupboards, drawers and work surfaces clean and clear.
8. All furniture must be placed back in your room to avoid any missing charges.
9. Check you have packed everything and then before you leave, lock your bedroom door and windows.
10. If you need to store your belongings over summer, the University has launched Sheffield Student Storage, Click for more information.
11. Cleaning charges will be applied if flat/room is not left clean.

“Why not agree a date with your flatmates to tidy and clean together before you all move out? It’s not fair to leave others to sort things out after you’ve gone.” Residence Life

Maintenance

“If something is missing or damaged, report it to the Maintenance Helpdesk by calling 0114 222 4488, emailing acs-helpdesk@sheffield.ac.uk or visiting The Edge or The Ridge.
Accommodation for next year

There are still rooms to rent from September 2019. Get in touch today to find out more.

Call: 0114 222 4488  
Email: accommodationoffice@sheffield.ac.uk

We hope you’ve had a fantastic year in University accommodation and that we’ve been able to offer you the support, guidance and advice you’ve needed during your time here. We’re here until the end of term, so if you’d like to talk to someone before you leave, get in touch on the numbers above.

Staying over the summer?

There are rooms available in some properties if you are staying in Sheffield during the summer vacation. Find out more: www.sheffield.ac.uk/accommodation/summervacation or email vacationres@sheffield.ac.uk

Good luck & GOODBYE from the accommodation team

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.