

## 2009 End of Year Checkout Procedures Residential and Commuter Life

### *“Everything a Resident Assistant Should Know Regarding End-of-Year Closing”*

#### Rationale

It is the responsibility of Residential and Commuter Life (RCL) and the Facilities Management Services to provide Longwood students with adequate housing conditions conducive to and supportive of the university's academic mission. To this end, fair and consistent procedures must be implemented to ensure that the facility is in reasonable condition when a student arrives for the new academic year/semester. Recognizing that present residential facilities are aging, room condition procedures should acknowledge the status of a student room upon a student's arrival. Likewise, the status of the student's room should be accurately assessed at the end of the academic year. **The difference in the room condition, *that can't be attributed to normal "wear and tear,"* is considered to be the responsibility of the resident.** The student has the responsibility to pay to restore the room to the condition of the room upon entry, less normal wear and tear. The university has a responsibility to the student to provide a fair, efficient and timely accounting of the repairs and damages to be billed to the student.

#### Purpose for the Room Condition Report

RCL staff will have the responsibility for initiating a Room Condition Report (RCR) for each resident student upon occupancy of his/her room. The RCR is assumed to include the immediate condition of the individual student's room and common area space (*i.e., bathroom, closet areas, etc., not considered accessible by the public*). The implementation of an RCR at the start of the academic year for each resident is intended to document the condition of the student's room and to increase the student's awareness concerning expectations for his/her responsibility for his/her residence hall room and common space. The use of the RCR at the end of the year is intended to document the final condition of the room and any responsibility the student may have to restore the room to the condition he/she accepted it in. The final condition report will act as a receipt documenting the invoice due for repairing items deemed the student's responsibility.

#### A Check-out is Always Required...**Two Options Offered**

***(The following is information published for Resident instruction...)***

Main campus residents may choose one of two options: the **traditional** checkout with a Resident Assistant or the **“Express Check-Out.”** The traditional method requires the RA to examine the room with you and to document any changes to your Room Condition Report since the time of move in. If any damages exist, the RA will inform you of any anticipated charges. If you would like to appeal the charges, you may request a review of the charges at that time. A professional staff member will be contacted to review your appeal.

**Express Checkout** is the ability to checkout of your room without scheduling a traditional checkout appointment (meeting with an RA). An **Express Check-Out** Agreement entails, cleaning your room, placing the keys in an **Express Check-Out** envelope and placing the envelope in your residence hall's designated "drop" location before departing campus. The RA will then inspect your room when you are **not** present. **You will be responsible for any damages that are documented and you will NOT be able to appeal them.** The REC may also go back to re-assess room conditions.

#### **Traditional Checkout Process (Resident Instructions):**

- Schedule a checkout appointment with your RA.
- Clean your room as expected (See all resident expectations listed below)
- Inspect your room with the RA.
- If there are charges, you may request an immediate appeal.
- Sign RCR & return keys to the RA

#### **Express Checkout Process (Resident Instructions):**

- Register your name to indicate that you will Express Check Out.
- Request an Express Checkout envelope from your RA or the Front Desk.
- Clean your room as expected. (See all resident expectations listed below)
- Sign Express Check-Out Agreement and deposit your keys in your residence hall's designated drop location.
- Depart campus, within 24 hours after your last exam or before the residence hall closes... whichever comes first.
- Staff will inspect your room, **after** you leave.
- NOTE:** Damage charges assessed to individuals who complete an Express Checkout can't be appealed.

**NOTE: Apartment residents are not permitted to Express Checkout.**

**All Residents Are Expected To...**

Regardless if you complete a **traditional** or **EXPRESS** checkout, you will be responsible for each of the following tasks. Failure to satisfactorily complete these tasks will result in damage/cleaning charges assessed to EACH RESIDENT in the apartment/room and/or suite. Each resident is responsible for the condition of the apartment/room bathroom(s).

- Schedule a traditional checkout appointment, or if eligible, register for an express checkout, with your RA. If doing a traditional checkout, housemates/roommates/suitemates are encouraged to checkout together.
- Collect and remove all trash from your room/unit. Dispose of large items (carpet, lumber, furniture, etc.) in the designated dumpsters located outside your building. Residents that fail to remove personal items will be financially charged. *Consider making a donation of clothing, household and non-perishable food items to the "Drop & Swap" collection project (Collection boxes are centrally located in all residence halls and apartment communities; held weekdays, 8:00am-5:00pm, **April 21-May 8**.)*
- Carefully, remove nails, tape, stickers, decals, etc. from all room surfaces (doors, walls, windows, etc.) Return walls to original condition.
- Clean out all drawers and closet.
- Clean all room surfaces (including furniture and interior window surfaces) of any dust and dirt. Sweep, vacuum and mop floor.
- Clean heat register and/or AC vents.
- Clean bathroom (shower, toilet, sink and floor) and where applicable, kitchens (stove, microwave, refrigerator, sink and floor).
- Neatly arrange all furniture (assemble your bed parts if you had a loft)
- Window shades should be left up. Blinds should be slightly open.
- Close and lock all doors.
- Take home all personal belongings. No campus storage is available.
- Close and lock windows.
- Turn off all lights.

**Other Questions?** Visit RCL on-line: [www.longwood.edu/rcl](http://www.longwood.edu/rcl); e-mail at [housing@longwood.edu](mailto:housing@longwood.edu) or dial x-2080.

Residential and Commuter Life will hold residents accountable to leave when the residence halls close. Failure to follow move-out requirements will result in a **\$75.00** improper checkout charge.

### How to Conduct a Resident Checkout:

Checkout documentation will be completed when a resident is ready to move out of his/her room. This may occur throughout the academic year. The RA on the floor will complete the RCR for/with the resident. It is the responsibility of the resident to make an appointment with the RA to conduct a checkout. If the RA is not available, other arrangements with the REC must be made. A resident must checkout with a staff member; otherwise, the checkout will be considered an improper checkout and subject to appropriate fees in addition to any damages or cleaning fees. A student may not checkout of his/her room until all belongings have been removed and the room has been cleaned or he/she accepts billing for a cleaning charge. With the exception of community damage charges, room/suite documentation should be carefully conducted in order to provide the resident the clearest list of expected charges. **The REC reserves the right to make a FINAL REVIEW of all rooms and make appropriate additional charges.** The RCR is signed (by RA and student) and the resident receives a copy. The staff copies will be returned to the REC for processing.

### The following procedure is to be followed for end of the year checkouts:

1. The resident is to make an appointment with his/her RA to be checked out of his/her room. When possible, roommates are encouraged to checkout at the same time.
2. The RA will arrive at the appointment time with the resident's RCR.
3. Together the RA and resident(s) will compare all conditions in the room on the check-in side of the form with the present condition of the room.
4. The checkout side of the form is to be filled out in detail indicating the condition of each line item. All line items must have some comment.
5. All discrepancies between the check-in side and the checkout side are to be evaluated as to whether the discrepancies are normal wear and tear or damage or in need of additional cleaning. The resident should be given the opportunity to complete additional cleaning or to accept a cleaning charge. Clearly describe the location and nature of any damage on the checkout side of the RCR. Any additional questions should be referred to an REC. Taking photos of EXCESSIVELY dirty or damaged conditions is strongly recommended.
6. Reference any damages (and standard costs) by writing the repair/cleaning/replacement details directly within the Check-out Condition column. If the charges are estimated over **\$100.00**, a REC MUST also see the room and sign-off on the RCR. Furthermore, if the bill will be split between room/suitemates, list 1/2, 1/3, 1/4, etc., by the appropriate charge(s). Every effort should be made to have the room/suitemates initial the RCR to acknowledge the charge(s).
7. Once the charges have been determined and written down on the RCR, the resident and the staff member sign the RCR. The resident is to get the back copy of the form. Rooms that incur EXCESSIVE damage/cleaning charges should be communicated to the REC. The REC may wish to photograph or further document conditions.

8. Although extremely rare, if a resident insists on making an immediate appeal for any charges, please call the REC. If necessary, contact the Apartment Manager or the Associate Director-Housing. A professional staff member may need to come to the room to *hear* the appeal and sign the RCR. All rulings are final and no further appeal will be entertained.

The RA turns in the remaining copies of the RCR in to the REC for processing. **When RCRs are returned to the central RCL Office, they should be in two groups: "damage/repair charges" and "no damage/repair charges".** For easy reference, the RCRs should be kept in **ALPHA ORDER**. As applicable, the REC is responsible for submitting their work order spreadsheets to the WORK ORDER CENTER.

### What to Look for When Conducting a Resident Checkout:

Since an emphasis is placed on the RA staff to do a thorough closing inspection, the following information has been developed for your easy reference. The underlying expectation is that you insist that residents either correct an unclean condition or that they accept the fact that they will receive a bill for the clean up or repair. The RA staff will be ultimately responsible for the necessary documentation to facilitate any billing.

To assure the desired closing outcome, cleaning expectations should be clearly communicated to your residents. Any failure to return the room to the original move-in cleaned condition will result in a cleaning fee. Give special attention to all surfaces... desktops, shelves, drawers, closets, floors, windowsills, etc. *(A military style "white glove inspection" is not expected --however, residents should make a true cleaning effort.)*

The following are the instructions for checking a student out of his/her room for a room change or at the end of the semester/year. Please fill out the RCR in detail; even normal wear and tear items need to be noted so that they can be repaired. If a student wants to appeal any charges, contact the REC.

### The following areas often get overlooked as students move out:

- *Write a comment on every line even if it is "Same." This insures that the student knows that you looked at every thing. It also assists RCL in explaining charges if they are contested. It is a good idea to carry a note pad in case further explanation is needed. Attach the documentation to the RCR.*
- *Check the door as you walk in. Is the door damaged in any way? Is the peephole installed/working condition?*
- *Is the room number present and installed in the upright position? Is the suite entrance number present and installed in the upright position? Correct or document any discoveries.*
- *Check all walls, the ceiling and floor for dirt, holes, nails, etc. Are there any "extras" in the room (i.e., shelves on the wall, mirrors or hooks, etc.)?*
- *Check the closet. Have all personal items been removed from closets and drawers? (Don't forget the hangers.) Are the closet doors in working condition? (Specifically, are the doors "on track" and glide smoothly?)*
- *Check the dresser(s) and desk(s) for cleanliness and damage. Pull out each drawer. Are drawers empty and wiped out?*
- *Check all of the furniture (i.e., beds, chairs, etc.) for cleanliness and damage. Inspect the surface conditions (look for cuts, burns etc.) and the stability of all room furniture. Loose bolts, missing drawer fronts, or furniture legs should be documented with a Work Order.*
- *Only university owned furniture should be in the room. Personal items must be removed (and properly disposed) or charge for it.*
- *Examine the mattresses to view stains or determine if replacement is needed. Remember to look on both sides of the mattress! Put the "good" side -up if possible. Tell your REC if you absolutely think it should be replaced. Use the size of your hand to determine if a stain or rip is too big. Are bed pegs available (as noted on RCR)?*
- *Check the window for cracks or breakage. Make certain that the windows close and lock properly.*
- *Inspect the window screens. (Are the screens present, properly installed, bent, torn, etc.?) Is this new damage since check-in? File a work order on any discovered problems.*
- *Test window shade or blinds to determine that they work or if they need repaired/replaced.*
- *Has the windowsill been wiped clean?*
- *Check the telephone, cable and network (computer) jacks.*

- Check the bathroom. Is it clean? Are all of the important items (i.e., toilet, shower head, shower curtain, faucets, etc.) present and in good working order? Note all bathroom fixtures... i.e., cracks, missing tiles, missing/broken shower fixtures (soap dish or shower curtain/curtain rod), cracked mirrors, leaking or dripping sinks or toilets, etc. Personal items must be removed.
- Check the general cleanliness of the room. Is it as clean as when the student moved in? The standard to use is "could we move someone into this room tomorrow." If not, give the student the opportunity to make it so or charge them a cleaning charge. Even if they have a roommate who will be staying in the room, half of the room must be "livable" for a new person. All surfaces must be wiped clean and the floor mopped if the room will be empty when the residents move out. Has the trash been removed from the room?
- Are there any decals (stickers) or tape residue on room surfaces? (Message boards and mirrors, including mountings or tape, should be removed if these items have been added since the original RCR condition.) Are all nails removed?
- Are there homemade switch plate covers (often made out of cans) present? Report any broken or missing outlet covers.
- Have magic markers been used on any room surface?
- Inspect the condition of the tile floor and baseboard trim. Do broken/missing tiles; deep cuts or burn marks exist? Has the floor been swept? (Has the dirt pile been removed or simply left in the corner of the room or in the suite hallway?)
- Inspect the ceiling condition (Note any missing/loose tiles). Are glow- in- the- dark stars and bottle caps stuck to the ceiling?
- Are all lights working in the room? Pay attention to the ceiling light, entrance light and desk light. Note any missing/cracked light fixtures or covers.
- Allow the resident to offer any additional facility related information. File work orders as appropriate.
- Test the room key in the door. Is it the correct key? Does the lock function properly?

### Miscellaneous:

Never tell the resident, **"Everything looks okay and that they will not be billed for any damages."**

- RAs should ask themselves, "If I'm not willing to personally clean or correct a discovered problem... I will simply generate documentation to bill the resident." Inform residents that you have a job obligation to note the damages and cleaning needs. You are not the "bad guy." (**Remember, you and your REC will be making a final inspection and additional things could be discovered.**) Staff members should not hesitate to get questions answered as they arise.
- If any items of value are found (clothes, camera, etc.) take them to the Front Desk of your building in case the student returns or calls back for the item. Items will be held for 30 calendar days.
- If damages are noted on one resident's RCR at the time of checkout, this same information should be duplicated on the remaining roommate's RCR. This will prevent inaccurate billing at the end of the academic year (*and ultimately unnecessary appeals*). RAs should not make "promises" that the remaining resident won't be billed for a former resident's action. Any "agreements," regarding financial responsibility should be communicated, in writing, on the RCRs. RECs and others will not be aware of previous conversations without any vital documentation.

### Specific Staff Roles and Responsibilities:

#### Prior to Check-outs/Closing: (*Office Manager Roles*)

- Confirm that a Room Condition Report (RCR) is available for each resident
- Review the damage/charge spreadsheet template with REC. Facilitate this information reporting process. This damage/charge spreadsheet will be forwarded to the RCL central office no later than May 20.
- OM will assist with organization efforts...thereby, keeping things neat and tidy in the REC Office.

### Traditional Room Checkouts: *(Resident Assistant Roles)*

If the check out is being conducted **during desk hours**, the RA needs to send the resident to the front desk in order to have the keys returned and the key card completed by a Desk staff member. Otherwise, the RA who collects keys must follow the procedures below and have the key card signed and the keys returned to the front desk on the same day that the resident departs.

Under **NO CIRCUMSTANCES** should the RA hold onto keys. The cost to the staff member is **\$60 per key** for failure to return keys.

- Resident schedules appointment with RA
- RA pulls RCR and goes to room
- RA collects key(s)
- RA pulls Key Card (note keys returned)
- RA re-hangs keys
- RA will **STAPLE** RCR and Key Card together.
- RA places materials in the respective box for REC.

### Express Room Checkouts: *(Desk Aide Roles)*

- Resident uses the Express Envelope to drop off keys
- DA opens Express Envelope (Do not tear Express agreement text)
- DA pulls Key Card (Note that all correct keys have been returned)
- DA re-hangs keys
- DA pulls RCR
- DA will **STAPLE** RCR, Key Card and Express Envelope together
- DA places materials in the respective RA's mailbox.
- RA will then conduct Express Checkout.
- RA places materials in the respective box for REC.
- DA will assist with organization efforts...thereby, keeping things neat and tidy at the Front Desk.

### Staff Closing-at-a-Glance Reminders:

- ❑ All published closing materials will be conveniently posted on the RCL website.
- ❑ Read and absorb the staff closing expectation materials. Ask questions (big or small) of your REC.
- ❑ Schedule a closing information (floor) meeting with your residents.
- ❑ Encourage students to complete a "Change of Address" for hometown (summer) Post Office. This task will allow magazines, bills, etc. to reach the student during the summer months. Most companies offer on-line/toll-free address change processes.
- ❑ Following the end of year closing process, the RA and REC should tour each suite/room. The REC will confirm any documented damage and/or cleaning charges. Ultimately, staff should always do a thorough checkout with each resident!
- ❑ Cleaning expectations should be clearly communicated to residents. Any failure to return the room to the original move-in cleaned condition will result in a cleaning fee. Special attention should be given to all surfaces... desktops, shelves, drawers, closets, floors, windowsills, etc. *(Your supervisor is not asking for a "white glove clean" but rather a true effort.)*
- ❑ Be thorough with all paperwork. Make certain that signatures and details are collected. If paperwork isn't completed properly, your REC will have you do it over again!
- ❑ All situations that require damage or cleaning billing must be accurate. Your REC will be confirming all billing requests and damage/cleaning appeals. Assist your REC in filing work orders..
- ❑ Keys should ideally be collected and returned with the RCR. RAs, conducting **Traditional** checkouts, will be responsible for collecting all keys and returning them to the key cabinet. Indicate on the RCR and the Key Card any non-returned keys.
- ❑ Quiet Hours begin on **Friday, April 24 at 8:00pm**. Don't give repeated warning to your residents.
- ❑ Don't stress. Ask your co-RAs for assistance if you are not available during a checkout appointment. It is important that once a checkout appointment is scheduled with your residents, that you keep the appointment.

### General Closing Reminders for Residents:

- RCL staff members will enter residents' rooms after closing. The REC will make the final assessment of any undocumented damages/repairs.
- Residents should *double-check* all drawers, closets, etc. to make certain that personal items are removed from the room/suite.
- Contact your RA or REC for further break closing procedure/expectation clarification.
- The **“Heart of Virginia Festival”** is held on Saturday, May 2. High Street and portions of Main Street will close @ 6:00am. (This annual event is enough encouragement for students to leave on Friday. The heavy traffic and street closures make some challenges to maneuver around Farmville and campus.)
- **PARKING ON THE GRASS, ANYWHERE OR ANYTIME ON CAMPUS, IS STRICTLY FORBIDDEN AND THIS VIOLATION WILL BE ENFORCED.**

As all residence halls and apartments close at **NOON on May 2**, ID card entrances will be disabled for non-commencement participants and volunteers. RECs will have access to a comprehensive spreadsheet of any residents (*graduates, Commencement volunteers, International students, athletes, etc.*) approved to stay beyond the 12noon closing.

## Post-Closing (Commencement Day) Expectations:

Main campus and Landings graduates and registered Commencement volunteers will have card access until Commencement. Since many spring graduates reside in Longwood-managed apartments, the following move-out policy has been designed to meet the move-out demands. **READ AND CAREFULLY COMMUNICATE THE FOLLOWING INFORMATION:**

**May 9** **Registered Commencement Volunteers:** Regardless of assignment location, must complete check-out no later than **4:00pm**  
**Main Campus May Graduates:** Must complete checkout no later than **7:00pm**.

**May 10** **Apartment May Graduates**: Must complete check-out appointments no later than **10:00am**

Longwood-managed **apartment** residents that are **GRADUATING (ONLY those residents receiving a diploma)** on Saturday, May 9 are permitted to stay on campus as late as **10:00am on Sunday, May 10**. Graduating apartment residents must schedule a check-out appointment prior to their final departure from campus. Check-out appointments will be facilitated until 7:00pm on Saturday evening, May 9 and will resume on Sunday morning, May 10 and must conclude no later than 10:00am. As a courtesy extended to the RCL staff members that wish to attend Commencement, no check-out appointments will be facilitated prior to 11:00am on Commencement morning.

All other residents, whether Longwood-managed apartment or main campus students, that were *“approved to stay”* for Commencement ceremony responsibilities (Junior Marshals, band members, ROTC, etc.) **MUST** check-out by **4:00pm on Saturday, May 9**. Failure to meet this specific deadline will incur a **\$75.00** improper check-out fee. No check-out appointments should be done prior to 11:00am on Commencement day.

**RCL staff will be provided ID card access until 12noon on Monday, May 11.**

**\*ALERT \* ALERT \* ALERT\***

*On Monday, May 11, there will also be a campus power outage (7:00am-5:00pm) that impacts French, South Ruffner, Cox, Wheeler, Stubbs and the Cunninghams. Please take this information into consideration as you plan your departure from campus.*