

USC Check-Out GUIDE 2015





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A LETTER FROM THE DIRECTOR

Dear USC Housing Residents:

As the end of the academic year approaches, it is time to plan your check out from Housing. If you begin to plan and take preliminary steps now, you will be better able to successfully complete finals, and, for some, enjoy graduation. Remember, all housing contracts for the 2014-2015 academic year end on Wednesday, May 13, 2015 at 5:00 p.m.

The following pages contain information on what you should be doing in preparation for Check-Out, along with answers to commonly asked questions on what to do and how to prepare. This information addresses issues such as cleaning, late vacate procedures and fees, apartment / room damages, after-hours Check-Out, keys, etc. Please take the time to familiarize yourself with this information as it will assist you in making your plans for the summer.

Summer Housing will be available if you will be in the Los Angeles area and need a place to stay during the summer. However, this summer USC has the honor of hosting the Special Olympics World Games, and to accommodate the participants, Summer Housing options will be limited. If you should have any questions about Move-Out or Summer Housing, please contact your Customer Service Representative or the Housing Services Office for more details. They will be happy to assist you in making your plans.

We want to thank you for choosing USC Housing and hope to see you again next year. Good luck on your final exams and congratulations to the Class of 2015!



Keenan Cheung

Director, USC Housing
University of Southern California
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GUIDE TO CHECK-OUT 2015

**Make preparations now
for a smooth Check-Out!**

Have questions about how Check-Out works?

See our “Common Check-Out Questions” on page 4.

Need to leave later than the May 13th contract end date?

See the “Check-Out Extension Request” on page 6 for information.

Not sure what you need to do before you move out?

See our “Things to Do Before You Leave” on page 7.

Exactly what do you need to do when you move out?

See the handy “Move-Out Checklist” on page 8.

Need to leave when your Customer Service Center is closed?

Use our handy “Express Check-Out” form on page 9.

Your Customer Service Center is Your Check-Out Headquarters

The following are available at your
Customer Service Center:

- **Express Check-Out forms, envelopes and information**
- **Late Vacate Request Forms**

Please don't hesitate to ask questions.
Contact your Customer Service Center for assistance.

REMEMBER!

All contracts end at 5:00 pm on
Wednesday, May 13, 2015



COMMON CHECK-OUT QUESTIONS & ANSWERS

What is involved in Check-Out?

Room Assessment:

We expect you to leave your room/apartment in the same condition as when you moved in. We compare any damage we find against the Room Inventory you completed at Move-In. In order to prevent being charged for damages caused by another occupant of your room or apartment, the responsible party should document in writing the cleaning/damages they are responsible for. Such information will not be accepted after cleaning/damage bills have been sent out after Check-Out. Please direct any questions or disputes regarding charges you might have, in writing within 30 days of the invoice date, to the Customer Service Center assessing the charges.

Resident Advisor Check-Out Appointments:

Resident Advisors will be working with the Customer Service staff to provide Check-Out assistance to residents and conduct room inspections. Check with your CSC about signing up for an appointment with an RA. Your inspection should be scheduled for when you are moving out, and you should not go back into your room or apartment once it is completed. The R.A. will check the condition of your room, with you present, and note the date and time of the inspection. This procedure will enable the CSC to accurately assess the condition of your room at the time of your departure and should help alleviate discrepancies due to varying Move-Out times of the roommates in one unit. The determination and final approval of charges will be made by your CSC.

We hope this procedure will ensure that residents are accurately charged for any cleaning and or damage.

Keys:

KEYS MUST BE TURNED IN BY EACH RESIDENT AT THE CUSTOMER SERVICE CENTER DURING HOURS OF OPERATION. Any exceptions to this procedure must be arranged in advance with the Customer Service Staff of your building. If you will be checking out after your Customer Service Center is closed, you may use the enclosed EXPRESS Check-Out form to return your keys and Check-Out of your assignment. Any keys not returned within 48 hours of your Check-Out date will result in a lock change. Failure to properly turn in your keys may result in you being billed for damage that occurs after you have moved out. In addition, you will be charged an "abandonment" fee of \$50 for improper Check-Out procedures. It is your responsibility to make sure your room/apartment is locked when you vacate. You will not be allowed to remain in the room/apartment once the keys have been turned in to the Customer Service Center, and doing so will result in an unauthorized late vacate charge of \$200.00 per night.

Authorized/Unauthorized Late Vacate:

If you need to extend your stay past Wednesday, May 13, 2015 you must submit a Check-Out Extension Request by Wednesday, April 22, 2015 to receive authorization. If you have not made proper arrangements with your Customer Service Center to leave after May 13, you will be assessed a charge of \$200.00 per night. (See the "Check-Out Extension Requests" page of this booklet.)

What is clean?

Clean includes, but is not limited to the following:

- Remove ALL belongings, vacuum the carpet, wipe out desk and dresser drawers, dust closet shelves,
- wipe off all desk and cabinet tops, and wash off all marks on the wall that will come off.
- Remove all stickers, posters, drawings, tacks, tape, staples and nails from the walls, windows and doors.
- Remove food from the refrigerator and stove and clean those appliances.
- Clean the bathroom area and remove all items from medicine cabinets and vanities.
- Return all furniture to original position in room.
- Remove all trash or unwanted items.

Keep in mind that even though you cleaned, you may still be subject to damage or cleaning charges.

QUESTIONS & ANSWERS (cont.)

What if my roommate damaged the place?

Handle the problem before you and your roommate leave. Note the damages and have an RA meet with you and the responsible people to decide who's accountable for what damage. If you can settle it on your own, document the damages and have the responsible people sign for their share. Turn in your signed agreement to your CSC. If not, all roommates will be held equally accountable for damages, cleaning and missing items. USC Housing will determine the final damage charges.

Does USC offer storage over the summer?

Yes! USC offers ship-to-home and summer storage services for your belongings. The service includes boxes for packing your belongings, as well as free pick up of your items at Check-Out and delivery of them after Move-In, beginning August 20, 2015. No credit card is required; you will be billed through your student account. For more information and to sign up, see the "Services" section of our website at housing.usc.edu.

Will there be any boxes or hand carts for Check-Out?

Residents using the USC shipping and storage service will be provided with boxes. Otherwise residents will need to get their own. Many students start collecting boxes now or order them online or purchase them from the USC Storage Service. A limited number of hand carts will be available during CSC hours on the days leading up to Check-Out.

Please move out all of your possessions; anything left behind in your room/apartment will be discarded. USC Housing will not be responsible for discarded property.

Can I turn in my keys before I'm completely moved out?

Don't turn in your keys until you are completely moved out—this delays inspection and cleaning, and inconveniences both other students and Housing staff. Failure to do so will result in you being charged for "Unauthorized Late Vacate." A charge of \$200.00 per night will be assessed immediately and will continue to accrue until we confirm that you have moved out.

Once you have returned your keys and the CSC has updated their records, you will not be permitted to return to your room for any reason.

Please direct any other questions you may have to your Customer Service Center.



CHECK-OUT EXTENSION REQUESTS

If for some reason you need to stay past the May 13 contract end date, you should request "Check-Out Extension". Permission to stay is conditional and requires that the resident submit a request form by April 22. Housing Extension Request forms are available at all Housing Customer Service Centers. Please remember that submission of this form is only a request and not authorization to extend your Check-Out until approved by a Customer Service Center staff member. Residents who stay late without approval will be subject to penalties.

How to Request Check-Out Extension

1. Check to see which category your request falls under.
2. Pick up a Housing Extension Request form at your Customer Service Center.
3. Submit your completed request and required proof to your Customer Service Center by April 22, 2015.
4. Confirm approval of your request at your CSC.

Note: Due to renovations beginning immediately after commencement in May, no Check-Out Extensions will be allowed for Hoover Street Residence or Regal Trojan.

Categories of Authorized Check-Out Extension

1. **Graduating Seniors may stay in their Spring 2015 assignment until 12:00 noon on Saturday, May 16, 2015, at no extra cost, BUT they must notify their Customer Service Center in writing by April 22, 2015 in order to qualify for this exception. Proof of graduation will be required. Graduating Seniors who fail to notify their Customer Service Center in writing by April 22 and stay past 5:00 PM on May 13 will be charged \$200.00 per night.**
2. **Residents who have been approved to work Commencement Ceremonies may stay in their Spring 2015 assignment until 5:00 pm on Friday, May 15, 2015, at no charge, subject to verification and payment from the School or Department that the resident is working for. They must notify their Customer Service Center in writing by April 22 and Housing must receive departmental verification. Note that the if the School/Department the student is working for does not pay for the extension as agreed, or if the resident fails to work Commencement, the resident is responsible for payment of this fee.**
3. **Residents with contracts for Summer Housing 2015 will be charged \$25.00 per night rent during the period between May 13 and May 18 (the start of Summer Housing). If you will be moving from one building to another, you must coordinate your move with the Customer Service Centers involved. Summer residents should notify the appropriate Customer Service Centers in writing by April 22; and must remain in the area and be prepared to move as soon as their summer assignment is ready. Each resident is responsible for their own extension arrangements. If you have not received an authorized Check-Out Extension and do not check out on time, you will be considered an Unauthorized Late Vacate and charged \$200.00 per night, even if one or more of your roommates has an extension.**

Residents who do not fall into one of the above categories and need to stay past 5:00 PM on May 13 must discuss the reasons with their Customer Service Center prior to April 22 to receive authorization to stay. Authorized Check-Out Extensions will be charged a flat rate of \$75.00 per night. Please be aware that every attempt will be made to assist you; however, permission to stay is NOT guaranteed. Anyone who fails to receive authorization and stays past 5:00 PM on May 13 will be charged \$200.00 per night.

Please be aware that anyone who does not fall into one of the above categories, and fails to vacate will be charged \$200.00 per night as well as the cost of a lock change.

All contracts end at 5:00 pm on Wednesday, May 13, 2015.

Avoid late fees! Get your Check-Out Extension Requests in by the April 22 deadline!

THINGS TO DO BEFORE YOU LEAVE

- 1) Make a Check-Out appointment with a resident advisor to have your room inspected.
- 2) Plan how you will move your stuff. (You may wish to consider the USC Storage Service.)
- 3) Complete a Change of Address for your mail (For your convenience you may change your address on-line at www.usps.com.)
 - On-campus CSCs only will forward mail until June 30, 2015. Off-campus CSCs do not forward mail. We do not forward bulk mail. This includes magazines, newspapers, advertisements, catalogs, etc.
 - We recommend that you contact your family, friends, bank, credit card company, and magazine subscriptions individually with your new address to avoid any unnecessary delays.
 - Do it now. It can take up to as much as 30 days to process this request.
- 4) Cancel the following services if applicable:
 - Newspapers / Magazines / Catalogs.
 - Bottled water delivery.
- 5) Make arrangements to have someone pick-up your rented water dispenser and/or other equipment prior to your departure. Housing will not be responsible for any items left in your room or hallways after Check-Out.
- 6) Remove your bicycle from the bike racks to avoid having it impounded by DPS after Check-Out.
- 7) Don't leave behind any belongings for friends or staff members. Any items left in your room or apartment will be disposed of and you will be charged for this labor.
- 8) Don't forget to return all music room keys, vacuums, and recreational equipment that you may have Checked-Out.
- 9) Check your mailbox before you leave for the summer.



THINK CHECK-OUT!

Make preparations now. You'll be glad you did!

MOVE-OUT CHECKLIST

You are expected to leave your room in the same condition as when you moved in. This means it should be clean, no holes in the walls, everything in good working condition and furniture in the proper location.



Please make sure to do the following before you move out:

- Schedule a Check-Out Inspection Appointment with your Resident Advisor.
- Make arrangements to store your personal belongings for summer.
- Clean room, suite, or apartment including the removal of all food and trash*.

**Please bring all trash too large for trash chutes to the dumpster area.*

- Make sure you clean out the refrigerator.
- Close and lock windows.
- Close shades/drapes/blinds.
- Turn off all lights, heating units and AC units.
- Lock and deadbolt your door.
- Return any music room keys, recreational equipment or vacuums you have borrowed from the front desk.
- Turn in your keys and paperwork at your Customer Service Center.

There will be a charge assessed to each occupant of the room for trash removal, excessive cleaning and/or any missing or damaged items.

ENJOY YOUR SUMMER!

We look forward to seeing you again!

EXPRESS CHECK-OUT

The Check-Out deadline for 2014-2015 Academic Year housing assignments is:

5:00 pm, Wednesday, May 13, 2015

By using this **EXPRESS Check-Out** form you are not extending the Check-Out deadline. Instead, this form allows you to Check-Out when you cannot get to a Customer Service Center in person, or if it is closed.

REMINDER: Failure to Check-Out prior to the above date and time will result in late vacate charges. If you have any questions about checking out of your assignment, please ask at your Customer Service Center.

Resident's Name: _____

ID #: _____ **Building:** _____ **Room/Apt# :** _____

INSTRUCTIONS:

1. Read the terms below, then complete, sign and date this form. (please use a blue or black ballpoint pen)
2. Put all of the keys you have received into an envelope. Also include any other documentation, such as damage waivers in the envelope.
3. Label the envelope "**EXPRESS Check-Out.**"
4. Seal the envelope and deposit it into the mailbox or designated drop box at your Customer Service Center.

TERMS:

My signature below confirms that I understand and agree to the following:

- **I have completely vacated the above named room.** Any items left in the unit will be considered to be abandoned and will be disposed of by USC Housing at my expense.
- **I am ultimately responsible for the safe return of all keys.** Any keys not included in this packet when opened by a USC Housing staff member will be replaced at my expense.
- **Any EXPRESS Check-Out packets submitted after normal business hours will be considered to be received on the next business day.** All deadlines and penalties apply.
- **Housing Services accepts no responsibility for EXPRESS Check-Out packets** that are lost, stolen or otherwise misdirected.
- **The EXPRESS Check-Out service is intended only as a convenience, and not as a replacement for checking out in person.** Submission of keys and all Check-Out materials is the sole responsibility of the resident.

Resident's Signature _____ Date _____

CSC Date/Time Stamp



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