

Check-Out Guide

Summer 2019



**Graduate and Family Full Year Contracts End
at 5:00 PM on Wednesday, July 31, 2019**

***MAKE PREPARATIONS NOW
FOR AN EASY CHECK-OUT!***

**Have questions about how
Check-Out works?**

See our “[Common Check-Out Questions
and Answers](#)” on page 2.

**Need to leave later than the July 31
contract end date?**

See the “[Check-Out Extensions](#)”
on page 3 for information.

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

See our “[Things to Do Before You Leave](#)”
on page 4.

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

See our helpful “[Move-Out Checklist](#)”
on page 4.

**Need to leave when your
Customer Service Center is closed?**

Use our handy “[Express Check-Out](#)”
form on page 5.



May I stay later than the July 31 contract end date?

If you have a 2019 - 2020 housing contract you will be able to stay past July 31 if you request "Live-Through" housing by July 19, 2019. All other residents, should plan on moving out by Wednesday, July 31, 2019. You may submit a Check-Out Extension Request by Friday, July 19 to stay later, but authorization will be granted only if possible. (See "Check-Out Extensions" on page 3.)

If you have not made proper arrangements with your Customer Service Center to leave after July 31, you will be assessed a charge of \$200.00 per night.

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.

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.

Print Card:

Please turn in your print card along with your keys. You will be charged \$25 for failing to turn in your print card at Check-Out.

What is clean?

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

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.

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

Residents will need to provide their own packing materials. Many students start collecting boxes now or order them online or purchase them from the USC Storage Service.

A limited number of large moving bins will be available at each CSC.

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.

CUSTOMER SERVICE CENTERS

Your Customer Service Center (CSC) is here to assist you with Check-Out. The following are available at your CSC:

- Express Check-Out forms, envelopes and information
- Check-Out Extension Request Forms

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

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.

CHECK-OUT EXTENSIONS

If you need "live-through" housing between July 31 and the start of your 2019-2020 housing contract, or have extraordinary circumstances requiring you to stay past the contract end date you should submit a "Check-Out Extension" request form by July 19.

Live-Through Housing

"Live-through" housing is available for residents with either a Graduate Academic or Full Year contract for 2019-2020 during the period between July 31 and August 12 (the start date of Graduate Academic and Full Year contracts). The cost for live-through housing is \$25.00 per night, which will be billed to your account like regular rent. Residents requiring live-through should notify the appropriate Customer Service Centers in writing by Friday, July 19 to request a Check-out Extension.

Each resident is responsible for their own extension arrangements. If you have not requested and been approved for live-through housing 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.

If you will be moving from one building to another, you must coordinate your move with the Customer Service Centers involved, and must remain in the area and be prepared to move as soon as their 2019-2020 housing assignment is ready.

Authorized Check-Out Extension

Residents who do not have a USC housing contract for 2019-2020 and wish to stay past 5:00 PM on July 31 must discuss the reasons with their Customer Service Center. Permission to stay is conditional and while every attempt will be made to assist you, permission to stay is NOT guaranteed. Because of the short period between July 31 and the beginning of 2019-2020 contracts, it is unlikely that USC Housing can grant the request.

Authorized Check-Out Extensions will be charged a flat rate of \$75.00 per night. Anyone who fails to receive authorization and stays past 5:00 PM on July 31 will be charged \$200.00 per night.

Please be aware that anyone who fails to vacate their housing and turn in their keys by either July 31 or the authorized check-out extension date will be charged \$200.00 per night as well as the cost of a lock change.

How to Request Check-Out Extension

1. Pick up a Housing Extension Request form at your Customer Service Center.
2. Submit your completed request and required proof to your Customer Service Center by July 19, 2019.
3. Confirm approval of your request at your CSC.

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.



REMEMBER!

Graduate and Family Full Year contracts end at 5:00 PM on Wednesday, July 31, 2019

Before You Check-Out

1. Clean your apartment
2. Plan how you will move your stuff.
3. Complete a Change of Address for your mail
(For your convenience you may change your address on-line at www.usps.com.)
 - 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. **Do not cancel any utility services**
6. **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.

THINK CHECK-OUT!

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

Move-Out Check List

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

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

---- Pack up all of your belongings.

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.

---- Make sure you clean out the refrigerator.

---- Close and lock windows.

---- Close shades/drapes/blinds.

---- Turn off all lights, heating units and AC units.

---- Return any music room keys, recreational equipment or vacuums you have borrowed from the front desk.

---- Remove your bicycle from the bike racks to avoid having it impounded by DPS after Check-Out.

---- Lock and deadbolt your door.

---- Check your mailbox.

---- Turn in your keys and paperwork at your Customer Service Center.

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.



The Check-Out deadline for 2018-2019 Graduate and Family Full Year housing assignments is:

5:00 pm, Wednesday, July 31, 2019

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# : _____

Apt. Key Room Key Mail Key Misc. Keys Print Card

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 and print cards. 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, print cards and all Check-Out materials is the sole responsibility of the resident.

Resident's Signature _____ Date _____

CSC Date/Time Stamp:



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USCHousing