

This is your Departure Information

Please ensure you read this information carefully to make sure you are fully aware of what is expected when you come to depart the accommodation.

Due to COVID-19 we will alter the checkout process slightly to ensure students and staff members are kept safe, government restrictions and the road-map guidance is followed. Please see point below:

Checking out prior to 17th May 2021

If you are planning to checkout prior to the 17th May 2021, please arrange to book a checkout appointment at the site reception. A member of our team will be visiting your flat on the day of the appointment and will be checking your empty bedroom as well as the occupied kitchen. Please ensure to remain in the kitchen whilst your bedroom is checked. You will be then asked to wait in the corridor whilst the kitchen is checked. The member of staff will be able to discuss any damage or cleaning issues found following this. Please ensure to wear a face mask throughout the appointment and to keep the 2 meters distance rule throughout the appointment.

Checking out after 17th May 2021

If you are planning to checkout after the 17th May 2021, please arrange to book a checkout appointment at the site reception. A member of our team will be visiting your flat and will be checking your empty bedroom as well as the occupied kitchen. As the government restrictions will be changing at this point, you will be allowed to accompany the member of staff whilst the appointment is taking place. Please ensure to wear a face mask throughout the appointment and to keep your distance throughout the appointment. The member of staff will be able to discuss any damage or cleaning issues found with you following this.

Please note, for any students who are checking out prior to the contract end date, both communal areas as well as your individual bedroom and en-suite will be inspected during the checkout appointment. Please ensure that all areas are clean and tidy ready for inspection.

How do I book a checkout appointment?

You can book a checkout appointment by visiting the site reception. Please advise our team of a date and time suitable to you. Should this time be already booked, the team will offer you an alternative slot for your checkout appointment. When booking your checkout appointment, please allow at least 7 days notice.

The checkout appointment will take approximately 15-20 minutes and will involve a member of the DIGS team inspecting your empty bedroom. Hopefully your room will be left as you found it when you moved in and you will avoid any charges. The member of staff will identify any damages and/or cleaning required. A charge for these will then be applied and deducted from your deposit prior to this being returned to you. A guide to how much and where charges may be applied can be found on the DIGS Support Portal.

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IMPORTANT

Due to a short turnaround time between yourself and new tenants moving in, all waste will be cleared from the accommodation at the end of the tenancy. To prevent any misunderstandings all items left within bedrooms, kitchens, storerooms, or corridors after the end of the tenancy will be designated as waste and will be disposed of. Please note that charges may be levied for disposal of any items so please ensure anything you do not want to take with you goes to your designated bins.

You should leave your accommodation in the general condition that you found it in at the beginning of your tenancy. Both your bedroom and apartment communal area should be cleaned and free of rubbish. Failure to do so could lead to us deducting money from or withholding your deposit.

Particular points to note when preparing for departure

- Remove all rubbish
- Posters, stickers, decorations, and blu-tac should be removed from all surfaces
- Ensure all surfaces, cupboards, mirrors and carpets have been cleaned and/or vacuumed
- Remove all cleaning materials and personal toiletries from the shower room and dispose of them should you not wish to take them with you.
- Please take all pots, pans, cooking utensils, crockery and cutlery home with you.
- Remove chilled and frozen foods from the fridge and freezer and dispose of in the external refuse store. (please do not switch off your fridge/freezers)
- Dry foods and drinks are to be taken home or must be disposed of in the external refuse store.
- All kitchen appliances should be cleaned, surfaces polished, carpets cleaned and the apartment free of any rubbish.
- Your shower curtain is washable, please remove, launder and rehang prior to the inspection taking place.
- Ensure all items within your bedroom and communal areas are in the same place you found them when you checked into the accommodation. Missing items will be charged accordingly.

If you are overseas and unable to return to site to collect your belongings due to flight restrictions, please contact the site reception or email support@digstudent.co.uk to make arrangements.

Deposit refund

You will need to update your refund details to enable us to refund your deposit via the electronic banking system. Failure to complete this step on will result in a delay of your deposit being returned to you!

1. Log onto the DIGS Portal - https://booking.digstudent.co.uk/ssam_Portal/Account/Login?ReturnUrl=%2fssam_Portal%2fFinance%2fRefundAccount
2. Complete your refund account details, if you don't hold a UK bank account, please provide us with your IBAN/Swift code.
3. Please ensure that the correct account holder details is provided.

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Deposits will be returned to the account provided within 10 working days of the contract end date. You will be able to view any charges that have been added to your account from the checkout through the DIGS Portal <https://booking.digstudent.co.uk/>

For reference once all your departure information and findings are processed you should receive an email from us confirming the return of your deposit. This will give you chance to view any charges we feel appropriate after completing your checkout and give you a chance to appeal these given you may not agree with. If you are re-booking with us your deposit will roll over to next year minus any charges unless you request otherwise. You will be required to top up your deposit to £100 prior to moving back into the property in September.

No time to check out?

If you do not have time for an official checkout appointment or simply have to leave at short notice, we will ask that you complete a 'No Check Out Agreement Form', this is available to collect from the site reception. This simply gives us the authority to check your accommodation in your absence. Please hand this to the site reception along with your keys once you are ready to leave the accommodation. Apart from you not being present during your checkout, the rest of process would remain the same as the above.

Final wishes

This year has been a difficult one for us all. We hope that despite the challenges we all faced together, that you have enjoyed your stay with DIGS. If you re-booked again for next year, we can't wait to see you again in September. If you are not returning, we wish you all the best for next year and your academic career.