OBJECTIVES

CHECK OUTS

Educate → Document → Inspect → Follow up
FOR FURTHER READING

Moving In
- http://och.byu.edu/movingin.html
- Check-in Evaluation Sheets

Moving Out
- http://och.byu.edu/movingout.html
Moving Out

Checking out of your apartment

1. Check it out:
   - Read your contract to find out when your check out dates are
   - Leaving early or staying late? What options do I have?
     - When can you check into your next facility? What options are available with the new landlord?
     - Arrange a plan B with friends or family if there is a gap in your housing contracts
   - Review with your landlord the cleaning/checkout process
   - What are their expectations for checking in?
   - Know when the inspection is scheduled and be there if possible
   - Discuss with landlord deposit issues or concerns
     - When to expect deposit – read your BYU Student-Landlord Rental Agreement (paragraph 24)
     - What landlord requires to return deposit (stamped self-addressed envelope, etc.)
     - Automatic deductions
     - Resolve damage concerns if possible – refer to your Check-in Evaluation sheet (don’t you wish you had done one?)
   - Know when and where to turn in keys

2. Fill it out:
   - Fill out your Change of Address online at www.usps.com
   - Notify subscriptions, banks, bills and loved ones of the change in address
   - Fill out a self-addressed, stamped envelope for your landlord to use in returning the deposit
   - Coordinate utility contract changes with roommates and Provo Qby if needed
   - Update your address on Route Y

3. Pack it up:
   - Start early to pack items you won’t need the last few weeks of your contract
   - Schedule time for packing during the week of finals

4. Clean it up:
   - Calendar time for packing and cleaning in addition to your finals
   - Complete your cleaning assignments as agreed with your landlord or roommates

5. Move it out:
   - Arrange for transportation and storage of your items
     - Remove ALL unwanted items:
       - Unspared non-perishable food: Consider donating it to the Utah Food Bank
       - Trashable food: Place in the dumpsters. Do not leave in the apartments.
       - Unwanted personal items: Make a DJ run
       - Don’t forget to remove personal furniture
       - Don’t forget your items in storage
       - Don’t forget to take your bike with you
       - Don’t assume your remaining roommates need or want your leftovers – trash it, donate it, or give it to someone that wants it
   - Remember to keep keys accessible to turn in
   - Remember to turn in your parking pass if required

Be on Time!

- Be ready for your inspection on time.
- Your landlord should also be on time in returning deposits
  - If the deposit has not been returned after 30 days, contact your landlord. After 30 days or if you feel the landlord has shown “bad faith,” contact BYU Off-Campus Housing or the Center for Conflict Resolution.
EDUCATE
# HOW TO HAVE A SUCCESSFUL CHECK-OUT

## Educate
- Helpful tips
- Timely Process
  - Cleaning complete by __
  - Move out by __
- Define cleaning expectation
  - How to...
  - Do
  - Do not

## Individual Responsibilities
- Division of duties
- Checklist:
  - Key
  - Parking Permit
  - Bike
  - Subscriptions
  - Mail Forwarding
  - Address for Deposit or Self-Addressed-Stamped-Envelope
- Regular cleaning inspections
- Check-out paperwork
- Rental Contract and Addendum
- Check-out Forum

VENUES FOR SETTING EXPECTATIONS

Educate Document Inspect Follow up
Prior to Check-Outs

Following 1st round of info

Answer Questions

Address Issues NOW

On-Campus Example

Check-Out Instructions

CHECK OUT FORUM INVITATION

Tips for success

Timing and Preparation

April Check-Out Instructions

1. Fill it out:
   - Fill out your Change of Address online at https://example.com
     - This is not a temporary move.
     - Notify family, friends, banks, cell phone providers, and newspaper magazine subscriptions of the change in address.
   - Fill out your Department Plan (due to your RA April 7th)
     - If the time that you are leaving changes, you will need to notify your RA.

2. Pack it up:
   - Allow AT LEAST 3 hours to pack (this does not include cleaning, sleeping, eating, etc).
   - Pack up ALL personal items and Remove ALL unwanted items:
     - Unopened non-perishable food: Can be taken to the Heritage Central Building.
     - Perishable food: Place in the dumpster. Do not leave in the apartment.
     - Unwanted personal items: Place in dumpster or take to DL. Do not leave in front of or to the side of the dumpster. You must take furniture items with you. You will be charged a minimum removal fee of $50 for left furniture items.

3. Clean it up:
   - Allow AT LEAST 3 hours to clean (this does not include packing, sleeping, eating, etc).
   - You will also receive a Cleaning Check-Out form similar to your monthly cleaning forms.
   - Your cleaning will be checked when the last person leaves. You may request that your cleaning be checked when you leave.
   - The final inspection will happen no later than 10pm on Friday, April 26th.

4. Move it out:
   - Remember to keep keys and mattresses padlock to be turned in.
   - Remove ALL personal items (wanted and unwanted) from the apartment, student storage/cape by 10AM
     - Saturday, April 27th
     - Don't forget to remove additional furniture (not by the dumpsters).
     - Any bikes left will be impounded.
     - Unwanted cleaning products should go in the lobby.

5. Call it up:
   - Before you call the Hall Call Phone, make sure you have ALREADY:
     - Completed ALL cleaning duties
     - Removed ALL belongings (wanted AND unwanted) from the apartment and basement storage area
     - Completed the online Change of Address form
   - Emptied your mailbox and picked up any extra packages!
   - THEN: Call the Hall Call Phone and tell the RA/RA who answers that you are ready to check out.
   - She/he will explain where to bring your mattresses and keys.
   - You will be charged $30.00 for any apartment key, $5.00 for any closet/mail key, and $16.00 for any mattress pad that is not turned in by 10AM on Saturday, April 27th.

LAST PERSON

- Sign up for an inspection time on the RA's door (must be at least 1 hour before you leave).
  - If the last person leaving changes, you need to notify your RA.
  - You can only change your inspection time until the day before your inspection takes place.
  - There may be a charge for you to change your inspection time on the day of your inspection.

- Plan on spending 4.5 hours to pack. Remove all belongings from the apartment and basement storage area.
- Clean your apartment according to the Cleaning Check-Out form (allow 4.5 hours).
- Place any unwanted cleaning supplies in the main lobby.
- Be present for Final Inspection (conducted by RA or RA) and complete re-do.

Questions about your specific circumstance? Call the Hall Call Phone!
ORDER OF DEPARTURE

Have a plan

When will they know they are cleared and not impacted by remaining roommates?

Best Practices of Early Checkouts?

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Best Practices of Early Checkouts?
### Oven

**The Oven is a Self-Cleaning Oven.** Before beginning a clean cycle, make sure oven racks have been removed, oven light bulb cover is in place, and the oven light is off. Press the SELF CLEAN button. Clean time is 4 hours. (The oven won't clean well if you run it for less than 4 hours.) Press the START button. The door locks automatically. The electronic display will show the start time and the count down as the oven is cleaning. It will not be possible to open the oven door again until the temperature drops below the lock temperature and the LOCKED DOOR light goes off. When the LOCKED DOOR light is off, open the door. Wipe out any white ashes in oven with a damp rag. For tough ashes, use a soap-filled 505 pad, then rinse thoroughly with water. If the oven is not clean after one clean cycle, repeat the cycle.

### Final Cleaning Inspection

<table>
<thead>
<tr>
<th>4 person apartment</th>
<th>Kitchen</th>
<th>Bathroom</th>
<th>Other</th>
<th>Bedroom</th>
<th>Check Out</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Was the cleaning complete?</strong></td>
<td><strong>Was the cleaning complete?</strong></td>
<td><strong>Was the cleaning complete?</strong></td>
<td><strong>Was the cleaning complete?</strong></td>
<td><strong>Was the cleaning complete?</strong></td>
</tr>
<tr>
<td></td>
<td>Yes/No</td>
<td>Yes/No</td>
<td>Yes/No</td>
<td>Yes/No</td>
<td>Yes/No</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Hot Tips:

- Clean stove burner coils by turning the control to the highest setting for a minute. The coils will burn off any build up. Let cool completely and wipe with a damp rag.
- Cover drip pans and rings with foil after inspection to keep them clean in between inspections, remove for inspections.
- The mighty mite hose can be used to clear out crumbs and other dirt from underneath stove knobs and from inside drawer (Lower Heritage) underneath the oven.
EXPECTATIONS FROM OFF-CAMPUS HOUSING

Clear Instructions
- Educate

Consistent
- Rental Agreement
- Educate your staff
- All staff on the same page

Reasonable expectations
- Wear and tear
- Condition moving in vs. out
- Educate

Educate
Document
Inspect
Follow up
# Check-In/Check-Out Evaluation

This form is designed to evaluate the condition of a property as of the check-in and check-out dates. It includes sections for Kitchen and Dining Area, Living Room, Bedrooms, Bathrooms, Hallways, Other Areas, and Condition of Exterior. Each section has a list of items to be checked and evaluated.

## 1. Kitchen and Dining Area
- Cupboards, table, chairs
- Floor covering, window coverings
- Walls and ceilings
- Plastic and tile surfaces
- Electric fixtures, stove burner, oven
- Refrigerator, freezer, sink disposal

## 2. Living Room
- Walls and ceiling
- Carpets or rug, window coverings
- Chairs, sofa, and tables
- Books, tables

## 3. Bathrooms
- Shower, glass, curtain
- Tub, sink, towel racks
- Toilet, cisterns
- Plastic and tile surfaces
- Walls and ceilings
- Fixtures

## 4. Bedrooms
- Walls and ceiling
- Carpet, rug, floor, window coverings
- Closets, doors, tracks
- Electric fixtures, lamps
- Beds, mattresses, covers
- Furniture

## 5. Hallways and Stairs
- Walls and ceiling
- Fixtures
- Doors, windows, sashes
- Door locks, window locks
- Heating, air conditioning

## 6. Other Areas
- Fixtures
- Smoke alarm

## 7. Condition of Exterior
- Other

### Damages
- Number
- Description

### General Comments

---

[Link to Check-In/Check-Out Evaluation form](http://och.byu.edu/PDF/CheckinFormFillable.pdf)
CHECKING IN AND CHECKING OUT IN THE DIGITAL AGE

THERE’S AN APP FOR THAT...
### Inspector Paperwork

- Who places the charge?
- Who defends the charge?

### Educate
- Document
- Inspect
- Follow up

### On Campus: Charge Forms

#### Heritage Halls Checkout Inspection

<table>
<thead>
<tr>
<th>Resident</th>
<th>Bed</th>
<th>Departure Date/Time</th>
<th>Address Change</th>
<th>Items</th>
<th>Food Out</th>
<th>Matt. Pad</th>
<th>Cleaning Inspection</th>
<th>Key Number</th>
<th>RA/HA Init</th>
</tr>
</thead>
<tbody>
<tr>
<td>Derek</td>
<td>1A</td>
<td>6/13/2012 8:00 PM</td>
<td>Pass</td>
<td>Recheck</td>
<td>None</td>
<td>Recheck None</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eric</td>
<td>3B</td>
<td>6/14/2012 7:00 PM</td>
<td>Pass</td>
<td>Recheck</td>
<td>None</td>
<td>Recheck None</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mitch</td>
<td>2B</td>
<td>6/14/2012 8:00 PM</td>
<td>Pass</td>
<td>Recheck</td>
<td>None</td>
<td>Recheck None</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sam</td>
<td>3A</td>
<td>6/14/2012 8:00 PM</td>
<td>Pass</td>
<td>Recheck</td>
<td>None</td>
<td>Recheck None</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jared</td>
<td>1B</td>
<td>6/15/2012 9:55 AM</td>
<td>Pass</td>
<td>Recheck</td>
<td>None</td>
<td>Recheck None</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Austin</td>
<td>2A</td>
<td>6/15/2012 10:00 AM</td>
<td>Pass</td>
<td>Recheck</td>
<td>None</td>
<td>Recheck None</td>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Kitchen Cleaning

- Walls and Ceiling
- Dishwasher
- Table(s) and Chairs

#### Kitchen Inventory Information

- Refrigerator
- Stove
- Sink

#### Brigham Young University

- Residence Life
- Assessment Voucher

- Room Key
- Hook
- Mail/door key
- Hook
- Mattress Pad

- Custodial Set Up Fee
- Total Custodial Hours

- Description of areas/items to clean:

- Other charges

- Amount to split
- Total Amount You Owe

Filled out by: [Signature]

[Custodial Setup Fee]

[Total Custodial Hours] by

[Description of areas/items to clean] by

[Total Amount You Owe] by

Split Charge(s): □ No □ Yes 1 2 3 4 5 6 ways

Names: □ [Signature]
When do you do them?

Who conducts them?
Moving Out

Checking out of your apartment

1. Check it out:
   - Read your contract to find out when your check out dates are
     Leaving early or staying late? What options do I have?
     When can you check into your next facility? What options are available with the new landlord?
     Arrange a plan B with friends or family if there is a gap in your housing contracts
   - Review with your landlord the cleaning/checkout process
     What are their expectations for checkout inspection?
     Know when the inspection is scheduled and be there if possible
   - Discuss with landlord deposit issues or concerns
     When to expect deposit – read your BYU Student-Landlord Rental Agreement (paragraph 24)
     What landlord requires to return deposit (stamped self-addressed envelope, etc.)
     Automatic deductions
     Resolve damage concerns if possible – refer to your Check-in Evaluation sheet (don’t you wish you had done one?)
   - Know when and where to turn in keys

• Right to be present

EXPECTATION FROM OFF-CAMPUS HOUSING

Educate > Document > Inspect > Follow up
• The sign off...

One Inspection per apartment

Appointment with EACH resident
ON CAMPUS HOUSING

**Previous System**
- Final Inspection scheduled with The Last to Leave
  - Any resident welcome
  - Inventory items
  - Damages
  - Maintenance needs
  - Cleaning needs
- The rest call when they depart, offer to check if time allows and the student desired

**New System**
- Individual Inspection
- Sign a charge form
  - Opportunity for Redo
- Final Inspection

Educate → Document → Inspect → Follow up
• Same person throughout the Check Out experience
• Better cleaning
• More cautious inspectors
• Significantly less excuses and challenges
Title 78B Chapter 6 Section 816
78B-6-816. Abandoned premises -- Retaking and rerenting by owner -- Liability of tenant -- Personal property of tenant left on premises.

(2) (a) If the tenant has abandoned the premises and has left personal property on the premises, the owner is entitled to remove the property from the dwelling, store it for the tenant, and recover actual moving and storage costs from the tenant.

(b) (i) The owner shall post a copy of the notice in a conspicuous place and send by first class mail to the last known address for the tenant a notice that the property is considered abandoned.

(ii) The tenant may retrieve the property within 15 calendar days from the date of the notice if the tenant tenders payment of all costs of inventory, moving, and storage to the owner.

(iii) Except as provided in Subsection (5), if the property has been in storage for at least 15 calendar days and the tenant has made no reasonable effort to recover the property after notice was sent, pay reasonable costs associated with the inventory, removal, and storage, and no court hearing on the property is pending, the owner may:

(A) sell the property at a public sale and apply the proceeds toward any amount the tenant owes; or

(B) donate the property to charity if the donation is a commercially reasonable alternative.

(c) Any money left over from the public sale of the property shall be handled as specified in Title 67, Chapter 4a, Part 2, Standards for Determining When Property is Abandoned or Unclaimed.

(d) Nothing contained in this act shall be in derogation of or alter the owner's rights under Title 38, Chapter 3, Lessors' Liens, or any other contractual liens or rights.

(3) If abandoned property is determined to belong to a person who is the tenant or an occupant, the tenant or occupant may claim the property, upon payment of any costs, inventory, moving, and storage, by delivery of a written demand with evidence of ownership of the personal property within 15 calendar days after the notice described in Subsection (2)(b) is sent. The owner may not be liable for the loss of the abandoned personal property if the written demand is not received.
FINALIZING DEPOSIT

Deposit vs. Rent Monies

Charges tied to actual costs

Reasonable Standard Fees

Timeline to return
CHALLENGES

Student’s Right to challenge

CCR