Email Patrick (pmb4@sfu.ca) with the date and time you would like to hand over your keys.

Follow instructions for key return. Please do not ask a friend to hand them in for you as you will be responsible for their return.

Follow the check list for cleaning your unit (available on the move-out page).

Change your mailing address and/or forward your mail to your new address. Your mail will not be held and it will be returned to sender.

Visit bit.ly/sfuresmoveout for more information and tips on how to have a successful move-out!
FREQUENTLY ASKED QUESTIONS

Q: Can I move out a day or two early?
A: You can move out at anytime if you are not looking for a refund.

Q: I want to move out a month or two early, can I get a refund?
A: Please refer to the Termination Policy in the Residence Contract for more details on termination eligibility and deadlines if you wish to cancel your contract once you have moved in. To appeal to have your contract terminated, complete the Termination Form and submit it to the Residence General Office. Please note refunds will only be granted in cases of extenuating circumstance.

Q: Will I get charged for any damages?
A: Our maintenance staff will take photographs of any rooms that are left unclean, untidy or damaged. Refer to the room condition/inventory form you completed when you moved in. Any damage or items needing repair will have been reported on this form and this will be the standard used to assess whether your room is left in the same condition it was received. See Damage/Cleaning Charges on the housing move-out page for a comprehensive list of possible charges.

Q: How do I return my keys and avoid a $155 charge?
A: If you are moving out of residence or if you are moving to a different room in residence: Once you’re satisfied that you’ve removed all your belongings, cleaned your room/apartment/suite, cleaned your fridge and locked your door, you need to drop your keys off with the Residence Administrator, Patrick. Please email him ahead of time to set up handing over your keys.

MORE MOVE-OUT TIPS

HOW TO RETURN YOUR KEYS:
1. Please place your keys in an envelope with your name, building/room number, and your student I.D. (key envelopes are available in the cabinet under the mailboxes in the lobby)
2. You can either personally hand your keys to the Residence Administrator and ask for a receipt, OR, drop your keys in the after hours drop box (no receipt), located beside the mail boxes in the lobby.
3. Keep the receipt as proof of return. If you are charged for non-return of keys, and cannot produce a receipt verifying return, you will be responsible for paying the $155.00 lock change fee.

MAKE SURE YOUR MAIL IS FORWARDED:
Be sure to notify people/companies mailing to you of your new address. You can also take advantage of Canada Post Mail Forwarding [any mail Canada Post delivers here will automatically go to your new address.] Google “Canada Post Mail Forwarding” for more info.

WHERE TO DONATE YOUR UNWANTED ITEMS:
There are some great places nearby that would like to accept your donations.
Covenant House Vancouver  - Address: 326 Pender St W, Vancouver, BC V6B 1T1
Phone: (604) 647-4480
Downtown Eastside Women’s Centre  - Address: 302 Columbia St, Vancouver, BC V6A 4J1
Phone: (604) 681-8480