EVERYTHING YOU NEED TO KNOW ABOUT RETURNING KEYS

You need to return your keys to one of the front desk staff in the Residence Office by 12:00pm (noon).

Please do NOT ask a friend to return your keys for you.

Hand deliver your keys to a staff member in the Residence Office and ask for a receipt. Keep the receipt as proof of return. If you are charged for non-return of keys, and cannot produce a receipt verifying return, you leave yourself vulnerable to being charged for a lock change. So, please remember to ask for a receipt!

If you are unable to return your keys during normal office hours, you can choose to seal them in a key return envelope (pick one up at the Residence Office ahead of time) and then place them in the Residence Office drop box. However, we do NOT recommend you do this because you will NOT get a key receipt and as a result you may STILL be charged for non-return of keys!

AVOID CLEANING CHARGES

Make sure to take out all your garbage and recycling! Do NOT leave them in the suite or other common areas.

After you’ve moved out our maintenance staff will stop by and take pictures of your suite. We will document rooms that have been left in an unclean, untidy or damaged condition. Any previous damage or items needing repair will have been reported on the room condition report that you completed when you moved in. This report will be used as the standard to assess whether or not your room has been left in the same condition that it was received. For more information, see the room condition report you completed online via the housing portal.

If you have any concerns about your room, do not hesitate to contact our maintenance staff before you move out. To see the list of possible chargebacks for areas left in an unsatisfactory condition, please refer to the Residence & Housing website: www.sfu.ca/students/residences and click on “current residents.”
Moving out means that you are leaving your apartment in the following condition:

- Clean and damage-free
- Doors are locked
- Keys returned to the Residence Office by 12:00 pm (noon) on move out day!*  

*Note: Make sure to get yourself a key receipt!

**HOW TO CLEAN YOUR SUITE:**

**YOUR ROOM**

Vacuum/Wipe Down:
- Bed mattress
- Bed mattress base
- Bed headboard, drawers
- Desk chair
- Inside drawers and closet
- Floor, under bed, under desk
- Bookcase & shelves
- Walls
- Window & window blinds

**KITCHEN**

- Empty out cupboards & wipe to remove all food residue, grease, dirt, & dust
- Clean both sides of the cupboard doors

**SHAW**

The Shaw modem, cords, & remote control MUST be left behind or you will be charged $300.00.
- Place all equipment on top of a table where it can be easily seen

**THE FRIDGE**

You must clean & defrost the fridge. Do NOT chip out ice or use any type of heating device to melt the ice. You will be charged for repairing and/or replacing the fridge if you cause any damages and/or fail to defrost the fridge.

**Clean:**
- Remove all food items
- Turn off the fridge
- Wipe down all surfaces
  - Racks
  - Crisper bin
  - Drip tray
  - Door shelves
  - Door seal

**After Defrosting/Cleaning:**
- Turn temperature dial to “3” (after defrosting & cleaning)
- Close the fridge door
- Insert the fridge’s power plug back into the power socket

**OTHER**

- Ensure that there is no writing on your door
- Remove all items from your bulletin board
- Remove any items you have in storage.
- Sweep and wash linoleum floors (clean under the fridge & behind the stove)

Do not leave behind any food, garbage or other items. ALL perishable foods MUST be taken with you or thrown out. ALL non-perishable foods must be taken with you or given to friends and/or the SFU Food Bank. DO NOT leave these items behind.

For more move-out information, see: http://www.sfu.ca/students/residences/current-residents/moving_out.html