

# Checking Out

## Your step-by-step guide

The Sanctuary Students team would like to take this opportunity to wish you well in your future. We hope that you have enjoyed your stay in Murano Street and that you will have good memories of your time in Glasgow.

We've put together the following information to help make moving out go as smoothly as possible...

### Returning your keys

- Please return your keys to Murano Street Office or your Living Support Assistant/Security officer by **10am on Friday 11 June 2021**.
- Please use the small bag provided for keys.
- A signature is required when you return your key. Please use the sheet which is available at Central Services Building.
- If there is no one at the office, please contact the Living Support Assistant by phone on reception desk (**0141 895 3390**).
- You may be charged for the fitting of a new lock to the property if all keys are not returned by **Friday 11 June at 10am**.

### Forwarding address

We cannot be held responsible for forwarding your mail/parcels once you have left the residences.

- Please let your bank, the University and your GP know that you are moving.
- You can contact the Post Office to have them forward your mail.

### Confiscated items

If you had any items confiscated during your time with us, you can collect them from reception on the date you leave. Please notify the office 48 hours before your departure that you have an item to collect.

### Cleaning your flat

- Please leave your bedroom and kitchen clean and tidy and remove all your belongings, you may be charged for any extra cleaning.
- Leave the mattress protector on bed.

- Leave any unwanted items with us and we will give them to our nominated charity, the British Heart Foundation. Please bag up your items and bring them to the Central Services Building or place inside the British Heart Foundation bins located on site.
- Please report any repairs that are needed to the office as you may be charged for any damage found after check out. A guide to the re-charges policy can be found here: [https://www.gla.ac.uk/media/Media\\_241510\\_smxx.pdf](https://www.gla.ac.uk/media/Media_241510_smxx.pdf)
- Please note that due to Covid-19, check out inspections may not be undertaken for up to seven days after check out.

Please read this before you leave us, it contains information about the cleaning required and charges.

## Recycling

Please donate any unwanted items to Charity using the red BHF bins. Any non-perishable food items can be handed into the collection point in the CSB and will be donated to Glasgow Womens Aid.

## Bikes

Any bikes left on site will be retained for two weeks. We will email you post departure if you leave your bike behind. If they are not claimed within the two weeks they will be donated to local charity, The Common Wheel Project.

## National Student Housing Survey

Help us improve our halls by completing the survey by 31 May 2021.

You could win:

- Main cash prize of £500
- Runner up prizes of £25 or £50
- Apple Air Pods Pro
- £50 Amazon Vouchers
- £20 Uber Eats vouchers

Have your say at [www.studenthousingsurvey.co.uk](http://www.studenthousingsurvey.co.uk)

**Thanks for staying with us.**

Please call or email us with any queries after your departure.

**Goodbye and Good Luck !**