

# VACATING 101

Newsletter

## RESIDENT'S CHECK-OUT GUIDE



## Congratulations, Dolphins! That's a Wrap!

Whether this was your first or last year at CSU Channel Islands, congratulations on completing an important year toward your educational goals!

We have been happy to have you live here and hope your time with us was fun, educational, and that you made great relationships.

**This newsletter is a check-out resource and process guide to assist you as you prepare to leave student housing.**

If you have questions regarding the check-out process, what “clean” means, or how to avoid charges, do not hesitate to speak with your RA, Assistant Coordinator of Residential Education, or the Housing & Residential Education’s (HRE) Main Office.

**Please remember to refer to your emailed check-out instructions.**



## TABLE OF CONTENTS

- [Check-Out Instructions](#) ..... 2
- [Check-Out Process, Step-By-Step](#) ..... 3
- [Donation Station & Move Out Tips](#) ..... 4
- [Important Closing Info](#) ..... 5
- [What Does Clean Mean?](#) ..... 6
- [Check-Out & Common Charges](#) ..... 7
- [In Closing](#) ..... 8

# CHECK-OUT INSTRUCTIONS

Please Review

## 01 COMPLETELY CLEAN & VACATE YOUR ROOM

- Remove all belongings and double-check your space before you leave. Check behind furniture, under mattresses, and all cabinets and drawers for anything you might have missed.
- Take your trash and recycling to the dumpsters throughout Housing or the large roll-off dumpster in the SH1 and SH2 parking lots as applicable following academic year move-out.
- Return room, suite, or apartment to move-in condition.
- Close all windows, blinds, doors, and turn off all lights and thermostats.

## 02 BEGIN YOUR CHECK-OUT FORM IN YOUR STUDENT HOUSING PORTAL

- Fill out your check-out form via your student housing portal and complete all required sections. **See the next page for step-by-step instructions.**
- Leave your mailbox key in the location listed on your check-out form

## 03 HEAD TO YOUR VILLAGE OFFICE TO RETURN YOUR ROOM KEY

Visit your Village Office to return your room key(s) and finalize your check-out no later than 7 p.m., May 16

## 04 RETURN TO YOUR PORTAL TO RECEIVE A RECEIPT

You will receive a check-out confirmation email.

## CLEANING AGREEMENT

Your Cleaning Agreement is a requirement in order to meet all check-out requirements and avoid a \$150 improper check-out fee. *Helpful tip: Location means to describe where your furniture is located in the room.* Please reach out to your RA or Village Assistant Coordinator of Residential Education (ACRE) for questions. **Cleaning Agreements are due to in your Student Housing portal by May 16, 2025.**



# RESIDENT CHECKOUT PROCESS

## STEP-BY-STEP GUIDE

1. On your Student Housing portal, go to your 'My Housing' tab and click "Check Out Form".
2. Click "SELECT" next to your correct room assignment.
3. You will be taken to the agreements page. Please select the reason for your checkout and click each box to confirm that you understand every item.
4. Once you click "SAVE & CONTINUE", you will be instructed to return your room key(s) to your village office. Office hours are: M-F 8am-11pm, weekends 10am-11pm. May 16th, Village Office closes at 7pm  
**NOTE:** You will not be able to get past this page until a staff member unlocks the page by verifying that you have returned your room key(s).
5. Once you return your key, a staff member will redirect you to the confirmation page. Click "SUBMIT" on the Confirmation page to receive a check-out receipt sent to your myCI email.
6. Please see a sample of the confirmation page.

**1** On your Student Housing portal, go to your 'My Housing' tab and click "Check Out Form".

**2** Click "SELECT" next to your correct room assignment.

**3** You will be taken to the agreements page. Please select the reason for your checkout and click each box to confirm that you understand every item.

**4** Once you click "SAVE & CONTINUE", you will be instructed to return your room key(s) to your village office. Office hours are: M-F 8am-11pm, weekends 10am-11pm. May 16th, Village Office closes at 7pm  
**NOTE:** You will not be able to get past this page until a staff member unlocks the page by verifying that you have returned your room key(s).

**5** Once you return your key, a staff member will redirect you to the confirmation page. Click "SUBMIT" on the Confirmation page to receive a check-out receipt sent to your myCI email.

**6** Please see a sample of the confirmation page.

# DONATION STATION

May 5 - May 16 - Santa Cruz Village - G1 Lounge



The Donation Station is a place to Donate any gently used or new items back to your fellow Dolphins! This is our End of Year Drop & Swap event. Let's thrift and support our community!  
We will accept the following items:

## Gently used or new

- Clothing (exception- NO undergarments and socks)
- Household items (brooms, mops, dusters, etc.)
- Room Decor
- Electronics (TVs, Music players, DVDs/CDs, batteries, etc.)
- Cleaning supplies
- Art Supplies
- Kitchen Supplies



## New/Unopened ONLY

- Non-perishable food items
- Toiletries (shampoo, soap, lotion, deodorant, makeup, etc.)
- Clothing (socks, undergarments, etc.)

Please place all donations in the appropriate labeled bin/area.

## MOVE-OUT TIPS

- Prepare to properly clean out your room, suite, or apartment. It takes longer than you think! Please reference your cleaning agreement, which we use to determine charges for uncleaned areas.
- Return rented fans to the Santa Cruz Village Office by 7 p.m. on Friday, May 16 to avoid a \$30 replacement charge.
- Remove Command/3M Strips according to the package directions— never pull them off like a Band-Aid (really quickly). You will be charged and billed for any damage caused to the wall.
- Do not try to fix any wall damage. Self-fixes can cause extensive damage and may result in a larger charge than the damage itself.
- Ventura, Oxnard, and Santa Paula streets are not loading zones and parking is prohibited. **NOTE:** Violators will be subject to citation.
- Before you leave, do a final check through all cabinets, drawers, and under your mattress. Most abandoned property is found in the back of a cabinet!
- Visit your Village Office to check out a moving bin. Remember to return it to the office you received it from when you're done.



Please take all donatable/swappable items to the Donation Station in the Santa Cruz Village G1 Lounge.

## TRASH DISPOSAL DURING MOVE-OUT

Beginning May 12, two large dumpsters will be in SH-1 and SH-2 near the 30-minute parking.

Please dispose of your trash in the large dumpsters first, instead of our typical dumpsters to help manage trash control.





## QUIET HOURS

Please remember that during pre-finals and finals week, May 12-16, it is 24-hour quiet hours. As you are moving out, please be respectful of your fellow Dolphins who may still be studying or completing their final projects, papers, and presentations!

Check out the library for additional study spaces.



## MAIL FORWARDING NOTICE

After you check-out, HRE will not accept or forward mail. Mail will be returned to the sender.

Submit a US Post Office Change of Address/Mail Forwarding form [here!](#)



## COMMUNITY LIVING STANDARD VIOLATIONS

As part of our continual effort to support the community and students' right to study in a quiet environment, all standards and guidelines within the Resident Handbook will be enforced through May 16. A violation during finals week will be adjudicated through the summer and may include sanctions that continue through the next academic year.



## WORK ORDER REQUESTS

Please submit work orders for any maintenance concerns as soon as you are aware of them. Starting May 2, HRE will only address emergency plumbing, electrical, door, and health and safety issues.

Damages will be addressed after May 16 and charges will be billed to responsible residents. Repairs will be completed when our facilities are empty.

Work Orders may be submitted via the Housing Portal.

# BEFORE YOU GO, MAKE SURE THAT...

## IN THE BEDROOM...

- All personal items and trash have been removed
- All drawers (desk, file cabinet, dresser style) have been emptied and wiped out
- You've checked behind the furniture for any fallen belongings
- All surfaces have been cleaned and dusted
- The entire bed frame, including the mattress, is wiped down and free of dust and residue
- The floor has been vacuumed (even under the furniture) and is free of trash
- All furniture is in its original position—including the position of the bed
- All blinds are dusted and closed
- The windows panes and windowsill have been cleaned and the window is closed
- Desk chair is present and wiped down



## IN THE BATHROOM...

- All personal items and trash have been removed
- Medicine cabinet shelves are present and clean
- Drawers under the sink are wiped out
- Toilet is completely clean (bowl, under the seat, top of seat, around the bottom)
- Floor is swept & mopped—don't forget behind the toilet!
- Shower curtain present and clean
- Mirrors are clean and free of spots
- Shower is clean and free of soap scum, water deposits, and mildew. Please be sure to turn off all waterspouts after cleaning.
- You've done a final check of the cupboards for any belongings

## IN THE KITCHEN & COMMON AREAS...

- All personal items and trash removed
- All furniture present, dusted, vacuumed, and in good condition
- Trash and recycle bins are present and clean
- Cupboard, pantry, and cabinet shelves and drawers are clean and free from food, dust, and residue on the top, bottom, in-side, and outside
- Microwave and plate are clean inside and out, and under the microwave is clean
- Refrigerator/mini-fridges are empty, all surfaces including drawers inside and out and behind the fridge are clean. Please keep mini - fridge doors open
- Dishwasher is clean inside & out, with all parts present
- Sink has the stopper & strainer present
- Stove and oven are clean and free of residue, including the racks, burners, fan filter, and hood
- Floors have been swept, vacuumed, and mopped
- Light covers are clean and present, & all lights turned off
- Blinds are dusted and closed
- The windows panes and windowsill have been cleaned and the window is closed
- All safety items are in place—smoke detectors, fire sprinkler rings, etc.

### Students with ESA Animals

- Please ensure your space is clean and free of excessive pet hair and odor. Units that require extra cleaning due to ESA-related issues will incur a \$150 cleaning fee.

## WHAT DOES CLEAN MEAN?



HRE expects you will leave your assigned space in the same condition it was in at move-in.

Brooms, vacuums and Red Bins can be checked out at your Village Office

- **Office Hours:** Monday - Friday 8 a.m. -11 p.m. & Saturday - Sunday 10 a.m. to 11 p.m.

Shopping Carts are located by the Secret Garden in Santa Cruz Village near H building and must be returned to this same location after use.



## CHECK-OUT CHARGES

After you finish moving out, an RA will do an inspection of your assigned space and note the condition of the room, suite, or apartment.

When you move out, you are expected to return your room, suite, or apartment to the same condition received at move-in. **Note:** your RA does not determine whether you will be charged and cannot provide answers about your account or charges.

In addition to your RA's inspection, members of the Housing staff and our Facility Services partners will also inspect the rooms, suites, and apartments to assess for damage.

If applicable, an email will be sent to your myCI email and include a description of assessed charge(s). Payment will be due 30 days after charges have been posted to your student account.

If you have any questions regarding a charge, please respond to the professional staff member who sends the email notice.

## EXAMPLES OF COMMON MINIMUM CHARGES

|                      |       |   |   |
|----------------------|-------|---|---|
| Blinds               | \$75  | Desk Bookcase Shelf                     | \$185                                   |
| Closet door          | \$100 | Desk                                    | \$240                                   |
| Door jamb            | \$60  | Drawers                                 | \$155                                   |
| Small hole repair    | \$50  | File Cabinet                            | \$225                                   |
| Paint                | \$200 | Mattress                                | \$150                                   |
| Window screen        | \$40  | Excessive cleaning of appliances        | \$50/hour                               |
| Smoke detector       | \$60  | Excessive room cleaning                 | \$50/hour                               |
| Stained carpet       | \$50  | Trash removal and/or abandoned property | \$25/bag                                |
| Tape/sticker removal | \$25  | Missing keys (Mail Key, swipe key)      | \$25                                    |
| Window               | \$100 | Missing hard key                        | Upto \$150 if locks need to be re-keyed |
| Bed                  | \$580 | Bed adjustments                         | \$150                                   |
| Chair                | \$150 | Improper Check-out                      | \$150                                   |

**Follow the check-out instructions on Page 2-3 to avoid an improper check-out charge of \$150.**

All Residents Not Approved for Alternative Stay MUST Vacate after their last final or by 7 p.m. on Friday, May 16 (whichever is sooner)

## CONGRATS, GRADUATES!



Congratulations on your momentous achievement! We have enjoyed serving you and providing your college housing needs. We wish you all the very best in your future endeavors and look forward to seeing all of the wonderful things you will do.



## HAVE A GREAT SUMMER!



Thanks for living with us! We hope you have a fun, relaxing, and safe summer break. If you plan to live with us again next year don't forget to submit your housing application through your student housing portal by the priority application deadline of May 2. We can't wait to see you in the Fall!

## IMPORTANT DATES

- **5/2** Priority application deadline for returning students planning to live on campus for the 25-26 Academic Year
- **5/5-5/16** Donation Station
- **5/12-16** Finals Week
- **5/16** Last day to move out for non-Graduates
- **5/17** Commencement Ceremony
- **5/18** Move out for Graduates by Noon in the Town Center or Anacapa Village only

