

## Check Out & Deposit Refund Process

### Buckley Hall

#### Introduction

The checkout process occurs after each student leaves Buckley Hall. It is used to process the student leaving the apartments and to prepare the apartments for the next students arriving immediately after. The following process should be followed.

#### 1 month in advance of checkout

1. Property Manager emails all students to capture deposit return information. This can be done by email or via a survey (Microsoft forms).
2. Property manager then collates carpentered data with existing booking manager (Manually or flows)

#### 2 weeks in advance of checkout

1. Property Manager emails all students [Student Checkout Process e-mail](#)
2. Property manager checks key drop box daily until end of checkout.
3. Complete the following for each set of keys received
  - a. Ensure labels on each key set are easy to identify. Copy keys where required to ensure full set
  - b. Place keys in key safe
  - c. Update Access Tenant Schedule to confirm date licensee left, make bed vacant
  - d. Update Net 2 to delete the student from the system, making sure fob no longer works
  - e. **Optional** Note on booking manager that students have left

#### Each time a full apartment becomes available (all 3 students checkout)

1. Complete [Apartment inspection & deposit refund process](#)

#### When an apartment is cleaned apartment clean

1. Forward stock order requirements for apartments to management for new inventory to be ordered, can be taken from [list of stock spreadsheet](#)
2. Forward maintenance/cleaning requirement to maintenance/cleaning staff and work required and schedule works to all apartments
3. Ensure cleaning and maintenance confirm works complete in time for next check in
4. Apartment should be ready to let within 1-2 days of checkout, full inventory, full clean, touch-ups etc

# Apartment inspection & deposit refund process

1. Once apartment is empty and all keys have been handed in, inspect apartment
  - a. Print [checkout inspection pack](#) to complete apartment check.
    - i. Note all missing inventory against [standard Inventory list](#)
      1. Remove gas card keys if in apartments
    - ii. Put all excess items on kitchen counter for evidence and deep clean to remove.
    - iii. Note all tasks not complete in the [Final Standards Check List](#) and take photos of evidence of non-conformity.
    - iv. Record with written description and photos (take excess, rather than 2 or 3) of any of the following.
      1. Furniture broken or damaged
      2. Damage to walls, or appliances
    - v. Summate costs using rates chart
      1. Check amount on gas vs amount on gas readings done before the start of the previous academic year. Add or deduct from Final standards check list
      2. If less than €50 do not retain deposit
      3. If more or equal to €50 reduce at below cost
2. Once apartment inspection is completed
  - a. If full deposit will be given back
    - i. Fill in deposit return spreadsheet as such & email team of competition
  - b. If partial or no deposit refund will be returned
    - i. Go straight to office
    - ii. Fill in [template of deposit loss e-mail](#) report template and save in one drive folder.
3. List of inventories is to be noted on checkout inventory spreadsheet, update deposit return spreadsheet & email team of competition
4. When deposit becomes due to refund send e-mails to those with reports

# Appendix

## Template of deposit loss email

Licensee Name (the “Licensee”)  
Licensee Address 1  
Licensee Address Email  
Licensee Mobile

Tabellero Limited (the “Licensor”)  
Buckley Hall  
27-30 Buckingham Street Lower  
Dublin 1, D01 VP26  
Email Deposit@Buckleyhall.ie  
Tel 01 6625149  
Date 11 June 2018

**Re: Checkout of Buckley Hall – Deposit Refund – Apartment XXX – Booking Reference**

Dear Licensee Name,

Based on your licence for a bed in Apartment XXX for the period ending 28 May 2018, we have now completed a review of both the inventory and the condition of the apartment after your checkout as per your Licence Terms and Conditions.

This letter details issues left with the apartment in breach of the licence terms as conditions which can be found at <https://www.buckleyhall.ie/download/BuckleyHallGeneralLicenseCondition.pdf> and also <https://www.buckleyhall.ie/download/HouseRules.pdf>

Under the clauses defined below in Appendix A, and based on the Condition Report defined below in Appendix B to this letter the Licensor is withholding €XXX (the “Deposit Discount”) from your Licence Deposit of €XXX to cover costs associated with remediation of the issues found.

If you have a concern regarding the Deposit Discount please contact [deposit@bucklehall.ie](mailto:deposit@bucklehall.ie) within 1 week of receiving this letter and we will review the report.

This letter is forwarded to our accounts department within 1 week of sending to prepare the processing of the refund of the balance of €XXX of your deposit as full and final payment.

Kind Regards,

The Buckley Hall Management Team

## Appendix A - Relevant Licence Terms and Conditions

<https://www.buckleyhall.ie/download/BuckleyHallGeneralLicenseCondition.pdf>

### Deposit

*“the deposit will be refunded to the Licensee within 4 weeks from the end of the Occupancy Period provided the terms and conditions of this Licence have been complied with in full and upon receipt by the Licensor of all keys/ security cards/fobs issued to the Licensee”*

*“Any outstanding fines, utility charges, cleaning costs, outstanding administration charges, inventory costs, will be deducted from the deposit”*

### Damages

*“The licensee is responsible for any damages caused to the apartment as a result of negligence, accidental or otherwise and are responsible for any repair/replacement costs of same. All damages must be paid for as they arise”*

### Inventory

“The apartment is provided with a standard inventory which is detailed on the <https://www.buckleyhall.ie/downloads> website as “standard 3 Bed Apartment Inventory” or “Standard 7 Bed Apartment Inventory” or “Standard 2 Bed Apartment Inventory” dependent on the apartment being licenced. The Licensee is responsible for notifying the Licensor within 1 week of the Licence Start Date of any missing or damaged inventory using the <https://www.buckleyhall.ie/contact-us> form. Any Inventory reported missing or damaged (beyond fair wear and tear) after that date, or found to be missing or damaged (beyond fair wear and tear) during the licence term or at Check Out will be billed to the Licensee or failing payment discounted from the Licensees Deposit”

### Departure

*“The licensee shall leave the apartment in a clean and orderly condition that is suitable for immediate re-letting”*

<https://www.buckleyhall.ie/download/HouseRules.pdf>

Tenants must not part with the possession of Keys to the Unit or security fob used for gaining access

**Appendix B – Apartment Condition Report On Checkout**

Location	Item/Fixture	Description of damage

Please see bellow attached photos taken *ENTER DATE OF WHEN PHOTOS WERE TAKEN*  
*PHOTOS OF ITEMS AND FIXTURES LISTED ABOVE*

Kind Regards

Buckley Hall Team

## Student Checkout Process e-mail

Dear Students

Please see below on the standard of which your apartment should be left. If not, a cleaning charge will be deducted from your deposit.

### **Checkout standard**

<https://www.buckleyhall.ie/download/StudentCheckoutProcess.pdf>

Please see link to find inventory that should be in your apartment on vacating the apartment. Any loss in inventory will be deducted from your deposit

### **Apartment inventory**

<https://www.buckleyhall.ie/download/BuckleHallInventory.pdf>

Please highlight any remaining maintenance issues otherwise you will be deducted from your deposit.

For all those leaving, please leave your keys in the key drop off box found beside the entrance to the laundry and make your way out the Buckingham St exit. Any keys left anywhere else will be fined €30. Any keys not returned will pay for a new set of keys €75

Kind Regards

Buckley Hall Staff

# Checkout inspection pack

## Rates chart

Between		Amount retained
0	50	€ -
50	75	€ 30.00
75	100	€ 45.00
100	125	€ 60.00
125	150	€ 75.00
150	175	€ 90.00
175	200	€ 105.00
200	225	€ 120.00
225	250	€ 135.00
250	275	€ 150.00
275	300	€ 165.00
300	325	€ 180.00
325	350	€ 195.00
350	375	€ 210.00

€10 Per bin gab per apartment

Bathroom:	
• All surfaces clean and sanitised.	10
• Drains cleared	15
• Toilet flushed and clean.	20
• Mirror cleaned.	10
• Floor swept and clean.	10
• All bins emptied.	15
• No grit between tiles	10
Bedroom Single:	
• Floor clean.	10
• No items in wardrobe.	10
• All furniture in place; bed, desk, lamp and wardrobe.	10
• Clean under and behind beds.	10
• Clean inside wardrobes and desk.	10
• All bins emptied.	10
Bedroom Twin:	
• Floor clean.	10
• No items in wardrobe.	10
• All furniture in place; bed, desk, lamp and wardrobe.	10
• Clean under and behind beds.	10
• Clean inside wardrobes and desk.	10
• All bins emptied.	10
Kitchen:	
• All inventory accounted for:	5
• Inside and outside of cabinets clean.	10
• Bins emptied.	10
• Sink and draining boards clean and dried.	15
• Counter tops clear.	10
• Floor swept and washed.	10
• Fridge & Freezer emptied.	15
• Kettle and cooker empty/clean.	15
• Microwave check and clean	10
• Toaster check and clean	10
Living area:	
• Sofa clean (underneath and behind cushions)	10
• Coffee table wiped clean.	10
• Floor hoovered.	10
• Windows not stained.	10



## Standard Inventory list

### Inventory/Fixtures Provided Per Apartment

The Fixtures/Inventory provided by the Licensor for the exclusive use of the Licensee. The Fixtures/Inventory detailed below are all in good working condition. The Licensee should immediately notify the Licensor (and no later than 1 week of taking occupancy) by using the form <https://www.buckleyhall.ie/contact-us> if any of the Fixtures/Inventory are missing or damaged. The list below details the items per Room/Bathroom/Ensuite/Bed/Licensee, (e.g. the number 1 in the line "Single Bed Per Person" in a 3 bed apt means there are 3 single beds provided. The 7 Bed Apt Variance column is only used to detail where there are difference between the 2/3 Bed Apts and the 7 Bed Apts

Type	Area	Items Per Room/Bathroom/Ensuite	2/3 Bed Apt	7 Bed Apt Variance
Fixtures	All	Electric Wall Sockets		
Fixtures	All	Carpets		
Fixtures	All	Doors Per Room		
Fixtures	Balcony	Gas Boiler	1	
Fixtures	Bathroom	Hand Towel Ring	1	
Fixtures	Bathroom	Towel Rail	1	
Fixtures	Bathroom	Toilet Roll Holder	1	
Fixtures	Bathroom	Toilet	1	
Fixtures	Bathroom	Toilet Seat	1	
Fixtures	Bathroom	Bath	1	
Fixtures	Bathroom	Mirror	1	
Fixtures	Bathroom	Shower Set (head and holder)	1	
Fixtures	Bathroom	Bathroom Extractor Fan	1	
Inventory	Bathroom	Shower Curtain	1	
Inventory	Bathroom	Toilet Brush	1	
Fixtures	Bedroom	Blinds per Window		
Inventory	Bedroom	Waste Paper Bin Per Bed	1	
Inventory	Bedroom	Mattress Protector Per Bed	1	
Inventory	Bedroom	Single Bed Per Person	1	
Inventory	Bedroom	Desk Lamp Per Bed	1	
Inventory	Bedroom	Study Desk Per Bed	1	
Fixtures	Ensuite	Hand Towel Ring	1	
Fixtures	Ensuite	Towel Rail	1	
Fixtures	Ensuite	Toilet Roll Holder	1	
Fixtures	Ensuite	Toilet	1	
Fixtures	Ensuite	Toilet Seats	1	
Fixtures	Ensuite	Mirror	1	
Fixtures	Ensuite	Shower Doors	1	
Fixtures	Ensuite	Shower Tray	1	
Fixtures	Ensuite	Shower Mixer	1	
Fixtures	Ensuite	Shower Set (head and holder)	1	
Inventory	Ensuite	Toilet Brush	1	
Fixtures	Hall	Smoke Alarm & Battery	1	
Fixtures	Hall	Door Stoppers Per Door, all open		
Inventory	Hall	Utility Keys/Cards On Hook	1	
Inventory	Hall	Pinergy Electricity Remote Meter	1	
Inventory	Hall	Blinds for Front Door (where glass external door)		
Inventory	Hall	Nest Thermostat Control	1	
Inventory	Kitchen	Oven Tray	1	
Inventory	Kitchen	Frying Pan	1	
Inventory	Kitchen	Cups (White)	6	12
Inventory	Kitchen	Glasses	6	12
Inventory	Kitchen	Cooking Pot Set	3	
Inventory	Kitchen	Cutlery Set - Fork/Knife/Dessert spoon/Tea spoon	6	12
Fixtures	Kitchen	Extractor Fan For Hob	1	
Inventory	Kitchen	Plate Set (Cereal bowl/ Dinner plate/ Side plate)	6	12
Inventory	Kitchen	Bin for Recycling (White)	1	
Inventory	Kitchen	Bin for General Rubbish	1	
Inventory	Kitchen	Electric Kettle	1	
Inventory	Kitchen	Electric Toaster	1	
Inventory	Kitchen	Microwave	1	
Inventory	Kitchen	Fire Blanket	1	
Inventory	Kitchen	Fire Extinguisher	1	
Inventory	kitchen	Dishwasher	1	
Inventory	kitchen	Fridge Freezer	1	
Inventory	kitchen	Electric Hob	1	
Inventory	kitchen	Electric Oven	1	
Fixtures	Living Room	Wifi Router	1	
Inventory	Living Room	Sofa (2 Seater)	1	2
Inventory	Living Room	Sofa Cover - per sofa	1	
Inventory	Living Room	Dining Table (6 seater)	1	
Inventory	Living Room	Dining Chairs	4	7
Inventory	Living Room	Artificial Flower	1	
Inventory	Living Room	Blinds per Window/Door		
Inventory	Living Room	Coffee Table	1	
Inventory	Store Room	Iron	1	
Inventory	Store Room	Iron Holder	1	
Inventory	Store Room	Vacuum Bag	5	
Inventory	Store Room	Vacuum Cleaner	1	
Inventory	Store Room	Mop Bucket	1	
Inventory	Store Room	Mop	1	
Inventory	Store Room	Iron Board	1	
Inventory	Store Room	Ironing Board Cover	1	
Inventory	Store Room	Small Brush and Dustpan	1	
Inventory	Store Room	Clothes Horse	1	