

# Check Out & Deposit Refund Process

## 1 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.

## 2 One month in advance of Checkout

1. Property manager emails all students with Check Out attachment information <https://www.buckleyhall.ie/wp-content/uploads/03-Downloads-CheckOutProcess.pdf>
2. Property manager then collates data and updated Tenant Master Schedule with planned check out dates
3. Property manager creates plan for cleaning and maintenance, meeting with cleaning teams and maintenance manager and agrees apartment plans. This plan requires
  - a. Review of all apartments for maintenance check and agree and plan works with maintenance manager (email and schedule review of all apartments)
  - b. Contract cleaning company to plan clean of all apartments on 14/15/16 June, CREATE PURCHASE ORDERS (a schedule of works being requested by 3<sup>rd</sup> parties must be agreed to manage contracted costs)
  - c. Purchase inventory and restock and plan any large works (kitchen repairs etc)

## 3 Two weeks in advance of Checkout

3.1 Property Manager repeats emails all students again attaching Check Out Process <https://www.buckleyhall.ie/wp-content/uploads/03-Downloads-CheckOutProcess.pdf> reminding students of Check Out process and again asking those who have not already responded to respond.

3.2 Property manager checks key drop box daily until end of checkout.

Completing 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 with date left on
  - i. Staff Portal Tenant – updated status to Checked Out
  - ii. Tenant Schedule Master - insert date and update status to Checked Out
  - iii. Tenant Schedule Visual – make room vacant/delete

- d. Update Net 2 to delete the student fob from the system and putting them in old folder, delete fob from user sure fob no longer works

### 3.3 Each time a full apartment becomes vacant (all 3 students' checkout)

Complete **Apartment Inspection & Deposit Refund Process** (below)

### 3.4 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 <https://www.buckleyhall.ie/back-office/bhshoppinglist.php>
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 and to ensure that cleaning is keep up to standard. EACH APARTMENT MUST BE CHECKED IMMEDIATELY AFTER CLEANING AND A LOG IN EXCEL KEPT TO CONFIRM READY TO LET

Apartment should be ready to let within 1-2 days of checkout, full inventory, fully clean, touch-ups etc completed

#### 4 Student Checkout Process e-mail

The email below should be sent at 1 month, 2 weeks and 1 week before

Dear Student,

Please ignore this email if you have already reviewed the links and completed the process. We will send this email as a general reminder a number of times.

Please note, your latest check out time is 12pm (mid-day) on the last day of your licence. You can check out 24 hours per day 7 days per week.

Please see below link on the process for checking out of your apartment, please review and complete the form using link which helps us coordinate your checkout and refund your deposit. <https://www.buckleyhall.ie/wp-content/uploads/03-Downloads-CheckOutProcess.pdf>

Please highlight any remaining maintenance issues on the "Contact Us" form on our website otherwise maintenance issues might be deducted from your deposit. We will attempt to repair the issues prior to your Check Out.

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 and email us confirmation when complete.

Kind Regards

The Buckley Hall Team

## 5 Apartment Inspection Report & Deposit Refund Request

This inspection should occur same day tenants leave and before cleaning teams arrive.

- a) **Take Gas and Electricity Meter Reading** using form <https://forms.office.com/r/9GBzby1xih> and request it be invoiced
- b) **Turn off heating** fully (so no more energy used on empty apartment), this can also be rescheduled online centrally for all apartments on Nest <https://home.nest.com/home/d3319590-3ef2-11e8-b1e6-124222ec4870#>
- c) Boost hot water for cleaning team
- d) Inspect apartment quickly. Apartments should be clean, all personal belongings should be removed, all rubbish bins should be empty, take photos (use 360 camera if a big issue) if not left clean and save under new folder here [OneDrive - GCD LLP\Buckley Hall\04 Leases Licences\04 Deposit Reports](#), Dump all personal belongings, we do not store personal belongings. Where not clean estimate time to clean for deposit discounts and bill.
- e) All window blinds should be opened, and doors opened with jams, open if not and ventilate by openings all windows and putting on tilt. Prepare room for cleaning teams.
- f) Check for major inventory issues, are they missing or damaged, record issues on deposit return form, photograph and save to network.
  1. vacuum cleaner – always empty bag and replace with new from stock room
  2. dishwasher – top up salt, put on empty cleaning cycle with cleaning product from stock room
  3. microwave/kettle/toaster/fridge/oven/hob/extractor – ensure all working
  4. Delph/cutlery/saucepans – check and replace with new inventory
  5. Furniture/Beds/Couches/Tables/Chairs/Desks/Lamps – report to maintenance
  6. Showers/Baths/Toilets/Mirrors/Extractor Fans – test and report to maintenance
  7. Paint/doors/locks/blinds – report to maintenance
- g) Record any major issues which were caused by tenant and insert description of deposit discount under
  1. **Tenant Schedule Master Sheet** – yellow column “**Deduction Description from Deposit**” and detail in summary the cost of line items being deducted. This should be minimal text as it is inserted into bank summary. – this should be completed within 1 day of Check Out occurring
  2. **Draft deposit invoice to Tenant** – Product = “**Deposit Retained for costs**” and detail in summary the cost of line items being deducted (not electricity or gas, just apartment issues). Bullet point them with amounts, do not put in long sentences.
  3. **Draft electricity and meter invoices to Tenant**, use excel invoice creator

Once apartment inspection is completed and draft invoices created, updated Tenant Schedule Master Sheet, yellow column “**Status of Deposit**” and update to “MD to Refund”. Also update “Deposit To Be Refunded” column and insert equation = “Deposit Received” less amounts to be deducted. This is the final instruction on the amount of deposit to be refunded to all students after they vacate.

## 6 Refund Deposit Process

Deposits are refunded through Sage by Martin Doran or Accounts, the following process is completed

- h) All draft invoices prepared for deductions, gas/electricity meter are issued
- i) Total aged debt is determined (amount owed by tenant), double check all rent paid
- j) Deposit paid status is checked, double check deposit actually originally paid, if
  - a. Paid by Stripe, refund is via Stripe
  - b. Paid via bank transfer, refund is via bank transfer, use bank details provided in Deposit Return Form which is completed by tenant and auto emailed to [deposit@Buckleyhall.ie](mailto:deposit@Buckleyhall.ie) group
  - c. Field "**Deduction Description from Deposit**" is cut and paste into Stripe or BOI description
- k) Accounts clean up following deposit refund
  - a. Credit note balance of deposit due on Deposit invoice, with description on credit note "**Refunded through Stripe**"
  - b. Credit note tenant outstanding invoices with description "**Paid by deposit held**"
  - c. Update "**Status of Deposit**" field on Master Schedule with **Refunded to Stripe** and insert date refunded

At the end of this process the tenant will not owe any money on Sage, Sean Browne the accountant should be provided a list from excel of all tenants who have had their deposits fully refunded so he can reconcile on accounts. Cut and paste with descriptions of deposits refunded and retained amounts etc.

## 7 Template Letter to Student for Large Deposit Loss

To be used on large losses only, not for minor cleaning or utility bills which are self explanatory

Below is only used where tenant disputes loss and the letter is prepared in preparation of RTB legal action. The letter contains a cover page and 2 appendixes, same as below, copy and fill in details and save word version to network OneDrive - GCD LLP\Buckley Hall\04 Leases Licences\04 Deposit Reports

**Licensee name** (the “Licensee”)

xxxxxxx,  
cccccccc  
cccccccc

CoCoBisk Limited (the “Licensor”)

Buckley Hall  
27-30 Buckingham Street Lower  
Dublin 1, D01 VP26  
Email Deposit@Buckleyhall.ie  
Tel 01 6625149

**Date**

**Re: Checkout of Buckley Hall – Deposit Refund – Yellow Box**

Dear **Student 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 deposit amount retained based on your **Essential Licence Terms** or **General Licence Terms** which can be found at <https://www.buckleyhall.ie/wp-content/uploads/2021/08/02-Download-BuckleyHallGeneralLicenseCondition.pdf>

Based upon the clauses from your Licence terms which are summarised in Appendix A and based on the Discount 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 or the payment of outstanding invoices.

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

Kind Regards,

The Buckley Hall Management Team

## **Appendix A – Essential Licence or General Licence Terms applicable to Deposit Discount**

### **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”*

**Appendix B – Discount Report**

Date **XX/XX/XX**

Ref: **Yellow Box**

Location	Item/Fixture	Description of damage	Cost €
Kitchen	Microwave	Microwave replaced as broken	€70
Total	Cleaning	Entire Apartment Required Clean by cleaning company	€150/3 = €50
		Total damages discounted from deposit	

**Photos of issues and date**

**PHOTOS OF ITEMS AND FIXTURES LISTED ABOVE**




