

CHECKOUT PROCEDURES

Any time you are moving out of your room, whether you are making a room change or leaving on-campus housing, you must follow proper checkout procedures. If you are leaving on-campus housing prior to your scheduled contract end date you must request a contract cancellation form by emailing unohousing@unomaha.edu. If you do not have a contract cancellation form turned in, you will continue to be charged even if you checkout. Not following proper checkout procedures can create financial and security issues for you and other students. Housing & Residence Life take these procedures very seriously.

If you do not follow all checkout procedures or you do not check out by your assigned deadline on your contract, you will be charged a \$50 improper check-out fee, the cost of having the apartment locks changed, and may be charged a daily room rate until you have officially checked out.

To properly check out you must:

1. Pack up all your belongings and remove them from your bedroom and common area.
 - a. Personal property left will be removed from the premises. It will be kept for 10 business days, after which we will dispose of it. You will be charged for the actual cost of removal, storage, and disposal of personal property.
2. Remove all posters, pictures, and/or other decorations from walls and doors.
3. Account for all furniture.
 - a. All furniture that was in the room at check-in should be present and assembled with no damages.
 - b. You will be charged for any missing or damaged furniture.
4. Clean your room, bathroom, and common area.
 - a. Any damage, cleaning, or items left in the bathroom or common areas will be divided by all individuals living in that space, unless an individual claims responsibility. You will be charged for any damages and or cleaning necessary to return the rooms to the condition it was in at check-in.
5. Take all trash and recyclables to the dumpsters, and make sure all your food is removed from the refrigerator and cabinets, and disposed of.
6. Turn off lights and lock your bedroom door.
7. Complete the electronic checkout at the clubhouse front desk and return your key.

At the time of checkout, *all* residents will be required to do a proper checkout after moving out of the apartment.

1. Complete the electronic checkout at the clubhouse front desk. If the desk is closed please call the RA on duty to help you complete this form. (RA on duty phone numbers are posted at clubhouse's front door)
2. All keys issued to you must be returned. Failure to do so will result in a re-core charge of \$250.
3. Check your mailbox for any mail or packages.
4. Check MavLINK for any outstanding balances.
5. Provide a forwarding address.

DAMAGE POLICES AND APPEAL PROCESS

Room Damages

Each resident is expected to maintain their apartment in good condition and are responsible for any damages caused by guests. You will want to make sure that you put in a work order for any damages you find at move-in, because when you vacate the apartment, any damages will be your responsibility.

Final apartment assessments are NOT conducted by student staff at the time of checkout. Our professional maintenance staff is responsible for assessing damages. Housing & Residence Life maintenance staff reserves the right to determine whether repair or replacement of the damages or damaged item is necessary. If a charge is not listed, the amount is based on costs for time, labor, and materials. Residents will be charged for damages, lost or stolen furniture, and other costs incurred by themselves or their guests. Damages, improper checkout fees, and re-cores will be charged to the resident's MavLINK, if the amount exceeds the \$200 deposit.

Failure to pay fees for damages will result in a hold on the resident's MavLINK and eventually will be turned over to collections. Please visit <https://www.unomaha.edu/accounting-services/cashiering-and-student-accounts/index.php> for more information about how to pay and past due accounts. To check if you have any outstanding damages, please email unohousing@unomaha.edu. Residents have the right to appeal charges associated with their apartment. However, when a responsible party cannot be identified for common area damages, charges are divided among all residents of the apartment.

Appeal Process

If you wish to appeal a damage charge, you must submit your appeal by email. Appeals will not be considered unless they are submitted in writing by the student charged. Parents and others are welcome to provide relevant supporting documentation, but the appeal must be written and submitted by the student in order to be considered. All appeals must be made within 45 business days from the date of the charge is posted to your account.

The following circumstances are **not** considered valid reasons for an appeal:

- Time constraints during move-out. For example, not allowing enough time to take out trash/recycling, to clean thoroughly, or to remove all personal items, etc.
- Lack of knowledge regarding checkout procedures
- Damage not reported at move-in.
- Failure to complete an electronic checkout form and return key.

To appeal a damage charge, a damage appeal form must be completed, no exceptions! Please follow the link https://cm.maxient.com/reportingform.php?UnivofNebraskaOmaha&layout_id=60 Damage appeals are reviewed by our professional maintenance staff and director. The results and decision of this review will be emailed to you. The decision by the committee is final. Phone calls will NOT be accepted.

FINES & DAMAGES

The fees and charges listed below are not an exhaustive list, and other charges may be added at the discretion of Housing and Residence Life staff.

Damages & Fines	
Item	
Bathroom Cleaning Charge	\$50.00
Bedroom Cleaning Charge	\$40.00
Common Area Cleaning Charge	\$80.00
Removal of LED Lightbulbs (each)	\$30.00
Carpet Damage	Actual Cost
Carpet Stains/Shampooing	\$40.00
Floor Replacement (kitchen & bath)	Actual Cost
Furniture Replacement (sofa, desk, etc.)	Actual Cost
Patchwork of Tears	\$40.00
Shipping Costs (new items that need to be ordered due to damages/stolen)	Actual Cost
Drywall Repair of Dents/ Holes	\$40.00
Painting	\$40.00
Furniture Stains	\$40.00
Removal & Storage of Personal Items	\$50.00
Television Removal	\$75.00
Carbon Monoxide Alarms- Removal/Tampering (MV only)	\$50.00
Trash/Food Removal	\$20 per bag
Window Screen Replacement	\$25.00
Window Frame & Screen Replacement	\$50.00
Window- Glass Only	\$70.00

Fines & Fees	
Violation / Description	
Access Card Replacement	\$20.00
Broken/Bent Key	\$25.00
Lock Outs (after key is not returned within 1 hour or after hours)	\$10.00
Re-Core (change out all locks in apartment)	\$250.00
Improper Check Out	\$50.00
Non Compliance Charge	\$50.00
Administrative Cancellation fee	\$200.00
Switching Bedrooms/Apartments	\$100.00
Smoke Alarm- Removal/Tampering	\$250.00
Smoking Violation	\$250.00
Pet Policy Violation	\$250.00
Returned Check Fee	\$30.00
Unauthorized Room Change	\$100.00
Failure to Prepare Common Area for New Roommate (each)	\$50.00

