

IMPORTANT INFORMATION ABOUT MOVE OUT DAY

To All Current Residents,

December 20th, the end of our Fall 2013 Contract period, is just around the corner. We wanted to make sure that you all have the necessary information about move out. We ask that you also pay careful attention to the dates on your Contract and the HSS policies listed in your Contract and Contract Addendum.

If I am not moving out, do I have to do anything?

Yes, you must make sure to prepare for the end of the term Health and Safety Check. A Health and Safety Check will be immediately following the last day of checkouts; any room that fails this Health and Safety Check will have both the current residents and those who recently checked out assessed a charge for the failure. This is to ensure that those residents whose contracts continue past this term will not be solely charged for any Health and Safety Check violations left by residents who have recently checked out.

Who is required to move-out no later than December 20th, 2013?

If you are currently on a FALL ONLY Contract, you are required to vacate your room no later than Sunday December 20th.

What time do I have to be out of my room by?

Move out time varies by location. The building name and latest check out time available is listed below:

Pagoda = 12:00 PM

Beachwalk = 10:00 PM

Kalo Terrace = 10:00 PM

Who is allowed to remain in their room after December 20th, 2013?

Only students currently on a Spring 2013 Contract, Academic Contract, or a Full Year Contract are allowed to remain in their room; you can also sign up to for extra nights (see next section).

What if I need a room for a few extra nights after the 20th and I am not on a Spring, Academic, or Full Year Contract?

We are able to accommodate a limited amount of residents for a limited amount of extra nights at an additional cost. Please contact the Hawaii Student Suites office by phone 808-952-5377 or email HawaiiStudentSuites@HIHLTD.com for more information; please note that requests must be made prior to Monday, 12/16/2013 to avoid "failure to sign up for checkouts" charges.

If I am required to vacate my room no later than December 20th, what is the move out process?

The Move-Out Process varies by location. Find your specific location below and read the process you need to follow for your site.

If I live at Kalo Terrace or Beachwalk what process do I follow?

At move-in you should have completed your unit condition report (UCR) and submitted it back to Hawaii Student Suites. We use this form as a record of the initial condition of your room.

You are required to sign up for a move-out appointment. To do so, please sign up via the online signup sheet (sent to you via e-mail). We will confirm back with you that your request has been booked. Failure to make an appointment

and/or properly check-out can result in a \$50.00 fine. Allow time for the move-out process. Check out can take 20-30 minutes so please plan accordingly.

At the time of your check-out appointment, an HSS representative will come to your room to do a preliminary check for any damages not listed on the initial UCR. You will also turn in your keys to HSS so make sure that you have removed all your personal belongings from the room, emptied all trash, cleaned and mopped your area. Once the walk-through is completed, you will not be allowed back into your room. Each resident is responsible for damages beyond normal wear and tear. Residents will also be billed for any extraordinary cleaning that results from inadequate cleaning or excess trash. If an HSS representative does NOT come to your room for the preliminary check please call the appropriate on-call/front desk/ and corporate phone numbers immediately so that an alternate HSS representative can perform the check; failure to attempt to contact the above phone numbers will result in you receiving an improper checkout fee.

Immediately after the building has closed to all Fall only Contract Holders, the Hawaii Student Suites Management Team will inspect each resident's room to conduct a final check for room damages. This check is done to ensure that all damages in a room are found, documented, and properly billed. No person, except HSS Management staff, will conduct this check. At this point, any damages found will be billed to your account. If this is the case, a letter will be sent to you, notifying you of the charge. All monies for charges will be taken from your Security Deposit. If your deposit is not enough to cover the monies owed you will be notified and billed. If you or your roommate, or apartment mates wish to have the charges split in a different fashion than indicated in the note, you may contact the Hawaii Student Suites office. In order to request a change or appeal a charge, you will need to contact the HSS office prior to February 1, 2013. There will be no adjustments or changes made after that date.

For your reference, a list of common damages and estimate charges associated with reconciling those damages can be emailed to you upon request. Please remember that you cannot opt to repair damages on your own and attempts to do so often render additional charges.

If I live at Pagoda what process do I follow?

No move-out appointment is necessary with the hotel; however you must notify Hawaii Student Suites as to the time and date of your move out so that we can alert the hotel. To do so, please sign up via the online signup sheet (sent to you via e-mail).

On the day of departure you are required to check out with the Hotel Front Desk and turn in your room key/card. Failure to do so will result in your being charged for additional nights at the usual hotel room rate, not the discounted HSS rate. As you will be turning in your room key/card, make sure that you have removed all your personal belongings, cleaned your room, and emptied all trash.

The Hotel Housekeeping Department will conduct inspection of your room after move out. Each resident is responsible for damages beyond normal wear and tear. Residents will also be charged for any extraordinary cleaning that results from inadequate cleaning or excess trash. If this is the case, a letter will be sent to you, notifying you of the charge. All monies for charges will be taken from your Security Deposit. If your deposit is not enough to cover the monies owed you will be notified and billed. The amount charged for extraordinary cleaning or room damages in a hotel are determined by the hotel. If you or your roommate wishes to have the charges split in a different fashion than indicated in the note, you may contact the Hawaii Student Suites Corporate office. In order to request a change or appeal a charge, you will need to contact the HSS office prior to February 1, 2013. There will be no adjustments or changes made after that date. Please remember that you cannot opt to repair damages on your own and attempts to do so often render additional charges.

What happens to my Security Deposit?

At the time of check out you will be asked to provide us your forwarding address; in addition, you will also be asked for your forwarding address on your intent to move out form (the address on your intent to move out form will OVERRIDE the address on your unit condition report). Once all final room inspections are completed, if your room is left in clean condition, free of any damages beyond normal room wear and tear, and you have no outstanding balances owed to HSS, you can expect to receive a refund check in the mail. If you have any additional questions regarding the Move-Out Process please contact the HSS office directly.

ATTENTION: All Residents MOVE OUT PROCEDURES

As you know, the Fall semester is coming to an end. For those of you who have not signed a new Housing Contract for the Spring, this means it is time to move out. We want to work with you in order to make the move-out transition as easy as possible. Please read this packet carefully so you fully understand the move out process.

Our final move-out date for the Fall contract term is scheduled for:

Friday, December 20, 2013

(This is the last day to move out, but you can move out before this date)



Want to stay for the SPRING or even just a few extra days?

**STOP BY THE HSS CORPORATE OFFICE OR
CALL (808) 952-5377 FOR MORE
INFORMATION!**

Walk-Through Procedures

- ✓ **Make an appointment at the HSS office/ via signing up on the schedule that was e-mailed to you for your move-out/walk-through BEFORE your check out day AND return your completed Intent to Move-Out form to the HSS office. Failure to properly check-out will result in a \$50.00 fine. Sign up for checkout must occur before 12/16 to avoid a failure to properly checkout fee! Allow time for the move-out process. Try not to make an appointment that will put you in a rush to get to the airport. Please plan accordingly as checkout can take 20-30 min.**
- ✓ **Prior to your walk-through, remove all your personal belongings from the apartment, empty all trash, clean and mop your bedroom and common areas that will be inspected. If you do not, we will charge you!**
(note: You bedroom, bathroom, kitchen and common area are all assessed at the time you move out so even if there are still people in your apartment you must make sure that all your belongings are removed and those areas are clean or you may be charged for cleaning)
- ✓ An RA will come to your room at your appointment time to do your walk-through. The RA will inspect your apartment for damages, etc.
 - If an RA does NOT come to your room for the walkthrough, please call the appropriate on-call/front desk/ and corporate phone numbers immediately so that an alternate HSS representative can perform the checkout; failure to attempt to contact the above phone numbers will result in you receiving an improper checkout fee.
- ✓ During your walk-through inspection, look over your apartment inventory and discuss with our staff member any concerns you may have about any damages they may have noted.
- ✓ After the inspection, return your **key(s)** to the RA performing your check-out. You will sign the Unit Condition Report and complete your forwarding address information; while we **do not** forward mail, this is so we know where to send your deposit refund!!! Once the walk-through is completed, you **will not** be allowed back into your room and you must leave the property. Please be aware that you must remove ALL of your personal possessions from the property; storage of personal items in another residents room will be considered unauthorized storage and you will be charged at the nightly rate.

Please be aware that if there are items left behind, if there are damages to your unit, or if your unit is left unclean, fees will be charged to your account and your belongings will be disposed of.

If you have any questions please call the Hawaii Student Suites Office at (808) 952-5377.

Cleaning Procedure

Everything in the apartment must be clean including; bedrooms, bathrooms, kitchen and common area. If any of these areas are not sufficiently cleaned to the condition when you moved in you may be charged a *cleaning fee*. The list below is so you are aware of everything that needs to be cleaned. **Please note that a Health and Safety Check will be immediately following the last day of checkouts; any room that fails this Health and Safety Check will have both the current residents and those who recently checked out assessed a charge for the failure. This is to ensure that those residents whose contracts continue past this term will not be solely charged for any Health and Safety Check violations left by residents who have recently checked out.**

Bedroom:

- Floor
- Furniture
- Walls
- All personal belongings removed and trash thrown out

Bathroom:

- Counter area and sink (including mirror)
- Toilet
- Shower/Tub
- Floor
- All personal belongings removed and trash thrown out

Kitchen:

- Refrigerator and remove all items
- Floor
- Counters
- Microwave
- Stove/Oven
- Remove all personal belongings
- Empty Trash

Common Area:

- Floor
- Furniture
- Walls
- All personal belongings removed and trash thrown out