

Waterloo Co-operative Residence Incorporated

## **Member Move-out Policy**

As approved by the General Manager,  
and incorporating all changes through:

**25 August 2011**

*(Note that, in this policy, the masculine shall include the  
feminine and the singular shall include the plural)*

## Revision History

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Date	Revisionist	Summary of Changes
16 December 2000		WCRI Policy Adopted
16 December 2001	Russ Wong	Template Update
10 April 2007	Laura Reidel	References to the Board of Directors modified to reflect General Manager's jurisdiction over this policy.
02 July 2008	Melissa Wessel	Policy update; Adapted to include the pi system and inspections.
25 August 2011	Cary Hubbard	Policy re-write and re-named (from Sign-out Policy)

## External Cross-references

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Section(s)	Policy/Section Referenced	Referencing Policy	Section(s)
2, 6 (2)	Security and Access		
3 (6), 4	Fee and Fine		
8 (2)	Member Move-in		

## INTRODUCTION

WCRI is committed to offering quality housing to our members. To ensure this quality housing is available at the start of each term, members reaching the end of their occupancy agreement are expected to follow specific procedures when they move out. This policy and its related procedures govern the implementation of the member move out process.

## DEFINITIONS

- “good condition” means surfaces are wiped clean, floors are clean, all original furniture is properly placed in the room, all extra items are removed from the room, and all garbage and debris is removed from the room.
- “improper sign out” means keys (all keys, ring and tag) were not directly returned to the WCRI Office at the end of the occupancy agreement.
- “move-out” means moving belongings out of WCRI and cleaning the allotted room or apartment for the next occupant.
- “occupancy agreement” refers to a legally binding agreement granting an individual(s) permission to occupy a room or apartment at WCRI. This agreement could be made between a principal occupant and WCRI or a principal occupant, non-principal occupant, and WCRI.
- “performance deposit” refers to a deposit for keys and damages paid by all members of WCRI and held on the member’s account for the duration of the applicable occupancy agreement.
- “sign-out” means returning keys (all keys, ring and tag) to the WCRI Office by the last day of the applicable occupancy agreement.

## POLICY

1. Members must move out of the room or apartment they are occupying by the last day of the period indicated on their current occupancy agreement.
2. All keys issued to members in accordance with the current *Security and Access Policy* must be returned to WCRI at the time of signing out and no later than the last day of the period stated in the current occupancy agreement unless that member has a new occupancy agreement for the same room or apartment or that member is moving to a new room or apartment within WCRI in the next consecutive term.
3. (1) At least 48 hours in advance of the planned move out date, members must schedule individual sign out inspection appointments for the date and time they are leaving their room or apartment.  
  
(2) To prepare for the sign out inspection, all belongings must be packed and removed from the room or apartment, the room or apartment must be cleaned to WCRI standards, and the member must be ready to hand in keys at the completion of the inspection. If the member is not ready to return keys at the time of the inspection, the inspection will not be completed.  
  
(3) A member who has successfully completed the sign-out inspection appointment, has moved out, and has returned keys to WCRI Staff at the time of the inspection appointment will not be held accountable for any damage or cleaning concerns occurring in the room or apartment after they have moved out.  
  
(4) If a member chooses not to book a sign-out inspection appointment or is not present for a sign-out inspection appointment, that member loses the opportunity to appeal any charges incurred as a result of room/apartment damage or lack of cleanliness.

(5) The completed "Cleaning Contract" and "Room Condition" forms that are returned to the WCRI Office within one (1) week of the start of the term will be used as the benchmark for the sign-out inspection and as a basis for the assignment of any fees or penalties.

(6) Any belongings left in a room or apartment that have not been addressed through the Storage of Belongings section of this document will be removed and an appropriate charge for labour will be issued in accordance with the current *Fee and Fine Policy*.

4. Members are required to attend a mandatory meeting at the end of each term to learn about the WCRI sign-out procedures and the contents of this policy. Failure to attend this mandatory meeting will result in a fine charged in accordance with the current *Fee and Fine Policy*.

## PROCEDURES

5. By the end of the third month of the term, the General Manager or delegate will produce a sign-out procedures information package highlighting the important dates and tasks associated with the sign-out process. This package will be distributed to each room and apartment in the Co-op.

6. (1) At least once per term, as determined by the General Manager or delegate, all rooms and apartments will be inspected for damage and cleanliness regardless of whether the member occupying that room or apartment plans on vacating the unit at the end of term.

(2) Appropriate notice, in accordance with the current *Security and Access Policy*, will be provided for all room and apartment inspections occurring without a pre-booked sign-out inspection appointment.

7. (1) Members moving out of WCRI and not returning within the next year may request the refund of their performance deposit when they book their sign-out inspection appointment.

(2) If a member moves out of WCRI without requesting the refund of their performance deposit, they may make a refund request in writing by sending that request to the WCRI Office.

(3) All performance deposit refund requests are processed as soon as possible following the completion of the applicable occupancy agreement.

8. (1) Members living in residence who are staying in the same room for the next occupancy period may sign and pay for an Interim Occupancy Agreement (IOA). Arrangements for the IOA must be completed before the last day of the occupancy period for the occupancy agreement that is ending.

(2) Members moving internally to a new room for the next occupancy period may move internally on the first day of the new occupancy period in accordance with the current *Member Move-in Policy*.

### Storage of Belongings

9. (1) WCRI has limited on-site storage available to current members which is offered on a first-come, first-serve basis.

(2) Members using the on-site storage do so at their own risk. WCRI Staff cannot guarantee the safety of personal belongings stored within WCRI storage areas.

10. (1) All members wishing to store belongings in their room or apartment must:

- a) Seek approval from the General Manager or delegate;
- b) Complete the appropriate "Storage of Possessions Waiver" and submit it to the WCRI Office; and
- c) Clearly label all belongings.

(2) Members may be granted permission to store belongings at WCRI if:

- a) They are currently living here and will be returning within one term, or

b) They are currently living here and will be moving to a different location within WCRI in the following term.

**11.** (1) Members wishing to collect belongings from storage must contact the WCRI Office to make arrangements to access the storage space during regular office hours.

(2) Belongings left in individual rooms or apartments can only be collected by making arrangements with the current occupants of the room/apartment.