

Ref: RD/FO/006/2023

Date : 2nd May 2023
Subject : Check-out room damage

Dear Residents,

Before check out, please be reminded to ensure that your room/apartment is in the same condition as you check in to avoid any issues that may arise.

Refer to the residential handbook, for the check-out process:

"Before a resident is checking out, you need to check for the following:

- *All personal belongings must be removed (before room inspection)*
- *Trash must also be removed and properly disposed*
- *Room/apartment must be cleaned*
- *Remove all decorations such as posters and stickers from the walls, door, windows, and furniture*
- *All appliances are emptied and cleaned*
- *All furniture must be placed in the original position"*

Student damage

"After check-out, an inspection will be done and if there are any additional issues in your room not noted on the Room Condition form and these are deemed to be attributed to damaged caused by you, you will be charged for the repair of these issues"

If an issue is found during the inspection, the tenant will be informed to rectify the issue with an option: to pay for the penalty or rectify the issue themselves. If they opt to rectify themselves, they will be given a **one-week working day** (Monday – Saturday) to rectify the issue. They need to set an appointment with our team for the work done and our team needs to confirm if it's up to the standard to avoid going back and forth.

If it exceeds the time frame given, the penalty will be charged and deducted from the security deposit. Should the security deposit is not enough to cover the penalty, the tenant will be asked to pay for the excess, or else, it will affect their clearance with their institution.

Thank you for your understanding and we look forward to your cooperation. Should you need further clarification, please do not hesitate to contact us at +673 872 5688



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