

LUCIA FOSTER WELCH MOVE OUT PROTOCOLS

Lucia Foster Welch have put the following protocols in place for the orderly collection of student's personal possessions. It is important that students follow these protocols for their own safety and the safety of others, including other students, university staff and key workers who may now be resident on campus. When arranging to move out from Lucia Foster Welch, you must:

- Follow the protocols & guidance issued in advance of arrival
- Minimise the numbers of people who attend to collect belongings
- Book an allocated attendance slot through the residence booking system in place, and make sure you use it, or you may have a wasted journey.
- Ensure you have enough time to arrive at the allocated time and keep to the allocated time slot
- Be patient and flexible on the dates and times when you wish to move out/collect belongings
- Be prepared with boxes and anything else that will help you move your possessions
- Follow general government Covid-19 guidance e.g. don't come if you or your household have any symptoms, maintain social distancing
- Do not endanger those who may still be living in the accommodation (including NHS staff)

Booking a collection slot - Important

You must email the residences team at reception.lfw@optivo.org.uk to request an allocated time to collect your belongings and move out of your residence. You can make a request for a time/date to suit and we will endeavor to accommodate, however this may not be possible if too many request a similar time. We will endeavour to respond to all emails within 72 hours. Please contact us further if you do not receive a response within this period.

Requests must be made at least 72 hours prior to returning to site. The email box will only be monitored between 0900 and 1600, Monday to Friday and any requests sent outside of these hours will be responded to on the next working day.

The residences team will process and send you an email to confirm the date/time you have been given. Please show a copy of the email on arrival at the residences on your allocated day. It is important that you do not attend site until you have received confirmation, and only at the allotted time/date given.

Resident students (who have remained at residence throughout)

You must still also book a slot for departure (as above) so that numbers on site at any one time can be managed. Email reception.lfw@optivo.org.uk to arrange a move out slot.

Attendees on site

In order to ensure staff and other students' personal safety, we are limiting the numbers on site each day, so **only 2 people maximum can attend per room**. Remember to bring your fob to access the building, room and kitchen.

Arrival at site

Please follow all signage and social distancing instructions. Parking is available at each residence & please observe any social distancing protocols in place, particularly if you see that the car park is busy. Once parked, please proceed directly to your room, to pack and collect belongings.

Hand sanitizer units will be placed at the entrance to all residences for all to use. We would encourage you to use them, and also maintain personal hygiene by washing hands in the facilities within each study bedroom. One way systems may be in place, please follow any instructions on arrival.

Vacating Room

Once packed & ready, please vacate your room as soon as possible, minimizing the number of trips required as much as you can, in and out of the building. For the safety of all, we will unfortunately not be able to provide communal trolleys or sack trucks to assist you. If you need such items, you will need to bring your own transport/removal methods with you. We have relaxed the agreement around returning your room as you found it on move in, due to the restricted time you are allocated on site to move out.

Use of Lifts

Lift usage should be limited to one person per journey, and only where necessary. Please follow all lift signage and use the stairs where possible and safe to do so, following signage & keeping left at all times.

Kitchen Access

When clearing items from the kitchens please ensure social distancing is followed. Numbers vacating from each kitchen area will be managed but individual care should be taken before entering kitchen areas.

Study / Bedroom

Normally we would collect unwanted items for charity but as we are unable to pass items on at present, we ask that you take all items home, and donate from home. All rubbish should be disposed of in the car park bin compound. Please ensure your room is locked on departure.

Collecting post

Please remember to collect your mail and parcels from reception before departure, observing social distancing rules.

Returning post key & Fob

Once you have cleared your room and kitchen and checked your post, please lock your room and return fob to reception.

If you are at home and have already cleared your room, but you still have the access fob, please ensure you send them back before 1st July 2020. Please send registered post to the address below. including a note of your name, residence & room number;

**Main Reception
Lucia Foster Welch Residences
Royal Crescent Road
Southampton, SO14 3ZP United Kingdom**

Confirm departure

Once you have departed please email reception.lfw@optivo.org.uk to confirm departure stating your Name, Building & Room number. Residence staff will re-enter rooms after 72 hours to check to see all belongings have been removed from rooms.

Uncollected belongings

We will attempt to make contact with anyone who has failed to collect their belongings after a reasonable period of time following the contract expiry date of July 1st 2020. If you have not responded or attempted to contact us, your belongings will be cleared from your room and disposed of as highlighted in the section 'Arriving and departing residences' in the [Solent Terms of Residency](#).

Uncollected post

All unclaimed post after July will be returned to sender, so please remember to check at reception before departure and switch your address or arrange with the Post Office to have your mail redirected. If you wish us to forward any uncollected mail to you, please send a large clearly named, stamped self-addressed envelope to:

Main Reception
Lucia Foster Welch Residences
Royal Crescent Road
Southampton SO14 3ZP

Change of plan?

If you need to rearrange your collection time please email reception.lfw@optivo.org.uk , giving at least 48 hours notice and we will do our best to help where possible.

If you require further advice or assistance, please do not hesitate to contact us.

Wishing you all the best for the summer,

Lucia Foster Welch residence team