

## **SOLENT RESIDENCES MOVE OUT PROTOCOLS**

Solent University has put the following protocols in place for the safe and orderly collection of 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 still be resident on campus. When arranging to move out or collect belongings from Solent residences, you must:

- Follow these protocols & guidance issued in advance, and on arrival
- Minimise the numbers of people who attend to collect belongings – 2 persons maximum per room
- Book an allocated attendance slot through the residence booking system. Please use the system, as anyone arriving without booking a slot will be refused entry.
- Ensure you have enough time to arrive at the allocated time and keep to the allocated 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 transport your possessions
- Follow general government Covid-19 guidance e.g. don't come if you or your household have any symptoms, & maintain social distancing at all times.
- Do not endanger others who may still be living in the accommodation (including NHS staff)

### **Booking a collection slot**

You must email the residences team at [reshub@solent.ac.uk](mailto:reshub@solent.ac.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 endeavour to accommodate your preference, however this may not be possible if too many residents 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.

The residences team will process the request and send you an email to confirm the date/time you have been allocated. Please bring a copy of the confirmation email on arrival at the residences on your allocated day. It is important that you do not make the journey 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 at any one time can be managed. Email [reshub@solent.ac.uk](mailto:reshub@solent.ac.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: **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 your 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 essential. Please follow all lift signage and use the stairs where possible and safe to do so, following signage & keep 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 from your personal post box and check emails (from PACKCITY) for anything that may be in parcel lockers which will need collecting before departure.

## **Returning post key & Fob**

Once you have cleared your room and kitchen and checked your post box, please lock your room and return your post key and fob into the letter box which will be located in reception, and leave site.

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

**Kimber Residence Hub,  
St Mary's Place,  
Southampton SO14 1XA  
United Kingdom**

## **Confirm departure**

Once you have departed please email [reshub@solent.ac.uk](mailto:reshub@solent.ac.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 1<sup>st</sup> 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 your personal post box 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 from your letterbox to you, please send a large clearly named, stamped self-addressed envelope to:

Kimber residence Hub  
St Mary's Place  
Southampton  
SO14 1XA

## **Change of plan?**

If you need to rearrange your collection time please email [reshub@solent.ac.uk](mailto:reshub@solent.ac.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,

***Solent Residences team***