

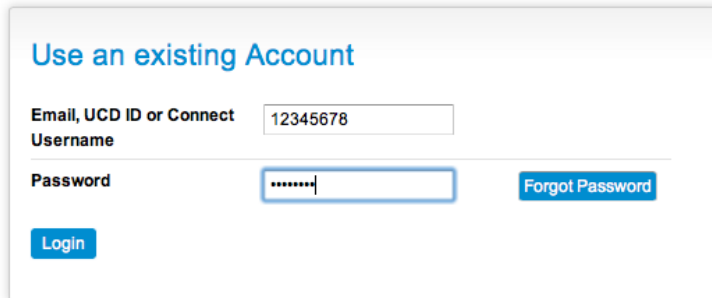
# How to Check Reasons for a Deposit Deduction

## STEP 1:



Welcome to SISWeb

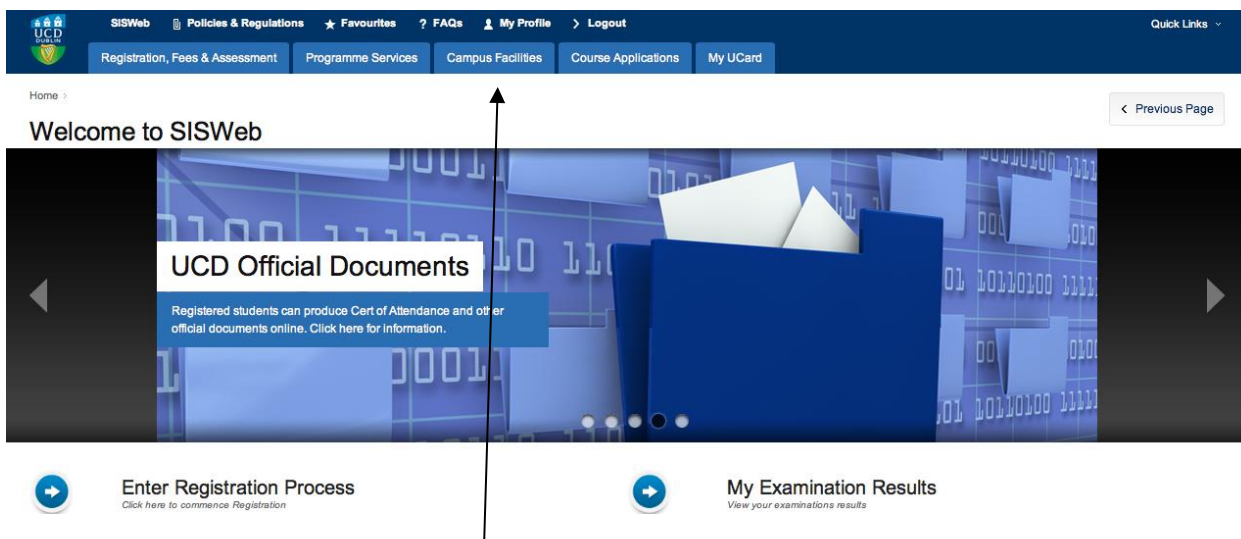
Please login to access this page

A login form titled "Use an existing Account". It contains two input fields: "Email, UCD ID or Connect Username" with the value "12345678" and "Password" with masked characters. There is a "Forgot Password" link next to the password field and a "Login" button at the bottom left.

If you have a problem logging into InfoHub, please contact [infohub@ucd.ie](mailto:infohub@ucd.ie)

- Log into your SISweb Portal account using your UCD ID (Student Number) and your Password/PIN which is by default your Date of Birth in the form DDMMYY.
- Click "Login".

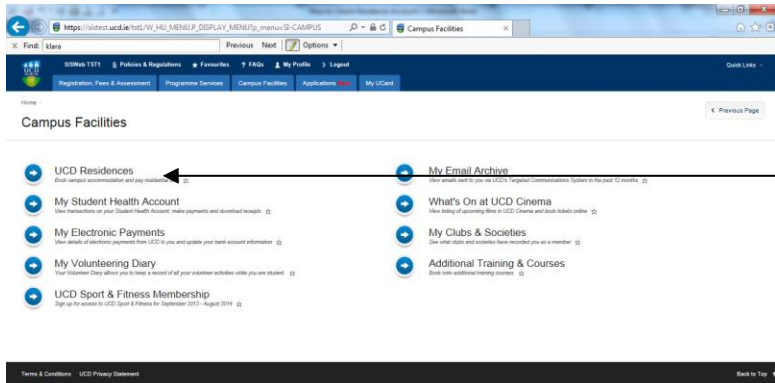
## STEP 2:



- Click on the tab "Campus Facilities"

# How to Check Reasons for a Deposit Deduction

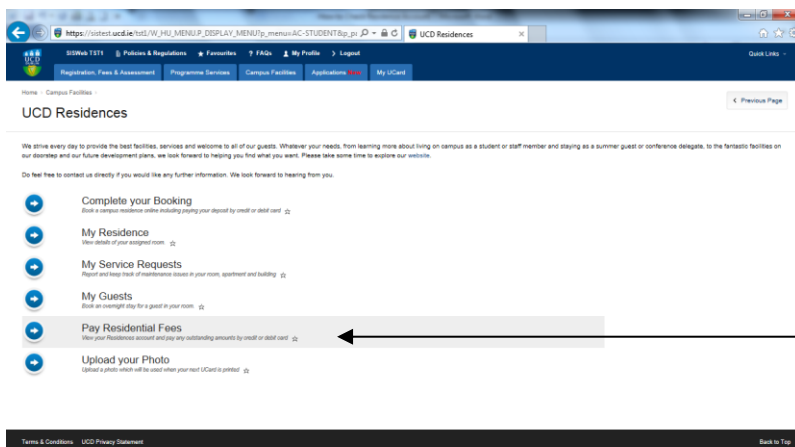
## STEP 3:



- From this screen please click on “UCD Residences”

## Step 4:

To see what deductions have been made



- Click on “Pay Residential Fees”.

# How to Check Reasons for a Deposit Deduction

## Step 5:

Transaction Date	Description	Charge	Payment	Balance
11 Jun 2013	Deposit Charge (Accom)	350.00		350.00
11 Jun 2013	Deposit Payment (Accom)		350.00	.00
11 Jun 2013	Roobuck-Accommodation	5,540.00		5,540.00
11 Jun 2013	Roobuck-Insurance	35.00		5,575.00
11 Jun 2013	Roobuck-Utilities	366.00		5,971.00
23 Aug 2013	Accommodation Payment		3,299.00	2,671.20
05 Jan 2014	Accommodation Payment		1,187.20	1,484.00
17 Apr 2014	Accommodation Lock Out Charge	3.00		1,487.00
17 Apr 2014	Roobuck-Maintenance	20.00		1,507.00

Here you will see a list of any deductions-

In this case the resident has a €3 Lock out charge and a €20 charge for end of year Maintenance following room checks at the end of the license.

The most common charges are-

**Late Payment Fee** - €60 payable once fees are overdue on an account

**Room Transfer Charge** - €50 (€100 in September) Charge added to SIS Web account

**Lock Out Charge** - €3 before midnight and €5 after midnight. Charge added to SIS Web account

**Temporary Card** - €5 Charge added to SIS Web account

**New Keys** - €30 Charge added to SIS Web account

**End of Year Maintenance Charge** - Charges should room or apartment be found in an unacceptable condition following end of license period. Charge deducted from the deposit.

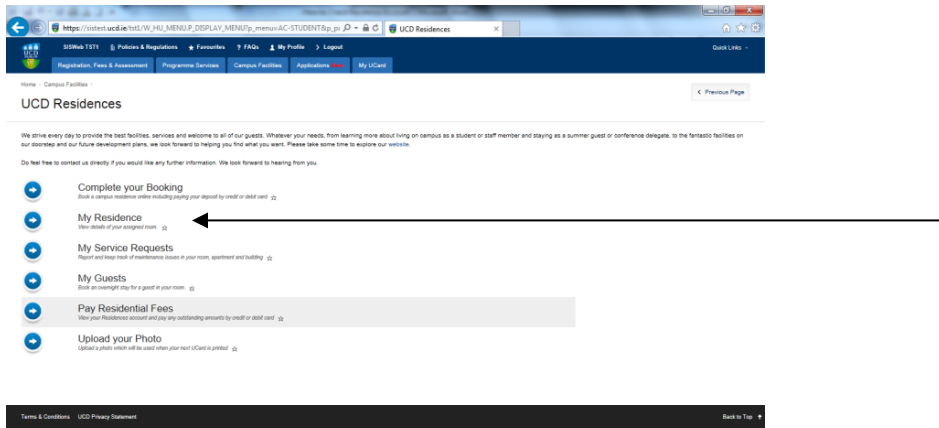
**Fines - Discipline/Hygiene/Maintenance** - Charges added should a resident be charged following a discipline, damage or hygiene issues following a housing audit. Please see Guide to Managing Breaches of Residential Rules for indicative fines.

# How to Check Reasons for a Deposit Deduction

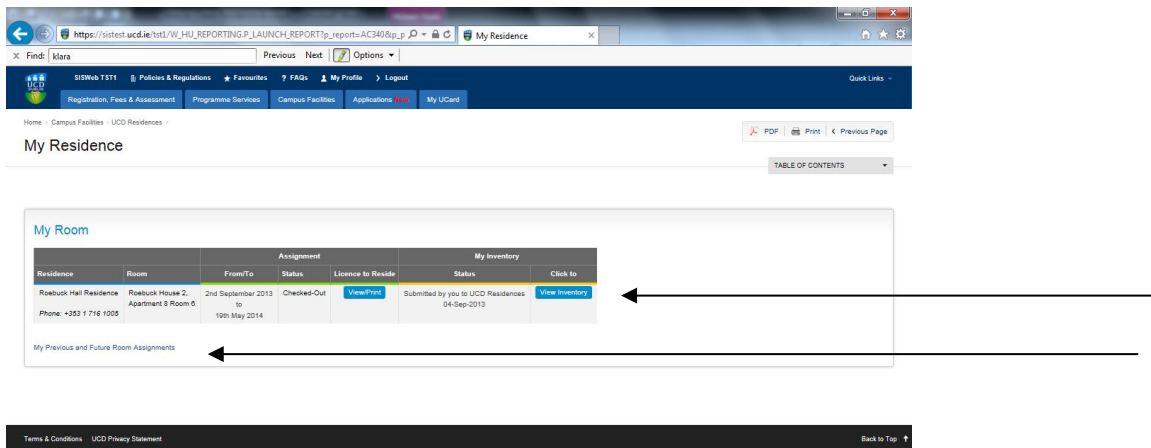
## How to tell what a maintenance or cleaning charge relates to:

If there is a charge for maintenance or cleaning following the end of the license period a resident can check the reasons for this deduction by looking at their inventory checklist. Here a resident can compare what was agreed following check in against what residences recorded at the end of the license period.

In the UCD Residences screen as above click 'My Residences'



Depending on the number of room assignments you have had/when you are looking at this screen (i.e. if you have already booked a room for next year you will need to look at your previous room assignments) you should either click 'View Inventory' or 'My Previous and Future Room Assignments'



# How to Check Reasons for a Deposit Deduction

Here you will see any previous room assignments and where applicable the inventory and license for that room. Click on View Inventory

Home > Campus Facilities > UCD Residences > My Residence

My Residence

All My Room Assignments

Your complete list of past, present and future room assignments

Residence	Room	From/To	Assignment		My Inventory	
			Status	License to Reside	Status	Click to
Roebuck Hall Residence Phone +353 1 716 1000	Roebuck House 2, Apartment 7 Room 4	0th September 2010 to 27th May 2011	Room Allocated		not available online	
Merville Residence Phone +353 1 716 1034	Merville House 13, Apartment 3 Room 3	3rd September 2012 to 3rd January 2013	Checked-Out		not available online	
Glenomena Residence (1 to 8) Phone +353 1 716 1030	Glenomena House 02, Apartment 6 Room 1	14th January 2013 to 24th May 2013	Checked-Out		not available online	
Blackbrook Novitate Phone +353 1 716 8807	Blackbrook Novitate, 2nd Floor Room 152	2nd September 2013 to 10th May 2014	Vacated Room	<a href="#">View First</a>	Submitted by you to UCD Residences 20-Aug-2013	<a href="#">View Inventory</a>

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There are three columns- The condition when you moved in, the condition you agreed following check in and the column to the right the condition following check out. This column will detail any issues found after you moved out.

Home > Campus Facilities > UCD Residences > My Residence

My Residence Inventory

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Building	Apartment / Grouping	Room	Checked In	Checked Out	Status of this Inventory
Roebuck House 2	Apartment 8	Apartment 8 Room 6	02 Sep 2013	07-APR-2014 09:15:58	Post-checkout review completed 07-Apr-2014

Reviewed Inventory Checklist

This list compares the Inventory Checklist for your private room and shared rooms as submitted by you after you checked in with any details of any missing or damaged items recorded during your stay or immediately after you vacated your room. This comparison and the corresponding information for your fellow residents will be used to assess responsibility for any damaged or lost items.

Further information is available at the UCD Residential Services website.

Type	Item Name	Qty	Inventory provided when you Checked In		Defects recorded since Inventory was submitted	
			Condition (incl. existing defects)	Defects submitted by you	When	Condition
<b>Apartment 8 Room 6</b>						
Check-out	Extra Furniture	0			Post-Checkout Survey	1 present Condition Good - Additional Chair Review Pending
Check-out	Rubbish	0			Post-Checkout Survey	2 present Condition Good - 2 X Bags Rubbish Item(s) disposed
Fabric	Bathroom Ceiling	1	Good	Good - Wall paint flaking in the bathroom on the roof above the door. Defect noted. No action taken.		
Fabric	Bathroom Door	1	Good			
Fabric	Bathroom Floor Covering	1	Good			
Fabric	Bathroom Walls	1	Good		Post-Checkout Survey	Fair - Dirty Clean - Item cleaned
Fabric	Bedroom Ceiling	1	Good			
Fabric	Bedroom Door	1	Good			

## How to Check Reasons for a Deposit Deduction

In this example the resident left 2 bags of rubbish, some additional furniture and the bathroom floor was left dirty.

Where there is damage to the accommodation the Inventory check list is compared to ensure that it was not present on check in.

If for example there was mark on the wall before check in and now it has been damaged further the photos from before and after will be checked to ensure that the damage occurred during the resident's occupancy.

Charges are as per the schedule below:

KITCHEN	COST
REPAIR/REPLACEMENT FREEZER	€ 250.00
REPAIR/ REPLACEMENT FRIDGE	€ 225.00
REPAIR/ REPLACEMENT HOB	€ 150.00
REPAIR/ REPLACEMENT HOOVER	€ 138.00
REPAIR/ REPLACEMENT KETTLE	€ 32.50
REPAIR/ REPLACEMENT MICROWAVE	€ 85.00
REPAIR/ REPLACEMENT TOASTER	€ 32.50
CLEANING FREEZER	€ 25.00
CLEANING FRIDGE	€ 25.00
CLEANING HOB	€ 25.00
CLEANING MICROWAVE	€ 25.00
CLEANING CEILING	€ 25.00
CLEANING FLOOR COVERING	€ 25.00
CLEANING WALLS	€ 25.00
REPAIR/ REPLACEMENT WINDOW	APQ
REPLACEMENT FIRE BLANKET	€ 12.50
REPLACEMENT FIRE EXTINGUISHER	€ 62.50
REPAIR/ REPLACEMENT KITCHEN CUPBOARDS	APQ
REPAIR/ REPLACEMENT KITCHEN CURTAINS	€ 125.00
REPAIR/ REPLACEMENT LAMP FITTING	€ 50.00
REPAIR/ REPLACEMENT LAMP SHADES	€ 3.50
REPAIR/ REPLACEMENT LIGHT BULBS	€ 1.31
REPAIR/ REPLACEMENT SMOKE ALARM	€ 9.44
REPAIR/ REPLACEMENT WATER TAPS	APQ
REPAIR/ REPLACEMENT DINING CHAIRS	€ 62.50

## How to Check Reasons for a Deposit Deduction

REPAIR/ REPLACEMENT DINING TABLE	€ 150.00
REPAIR/ REPLACEMENT BIN RECYCLE	€ 5.13
REPAIR/ REPLACEMENT BIN COMPOST RECYCLE	€ 5.13
REPAIR/ REPLACEMENT BIN GREY MIXED WASTE	€ 12.88
REPAIR/ REPLACEMENT CUTLERY TRAY	€ 3.29
REPAIR/ REPLACEMENT DRAINING TRAY	€ 3.50
REPAIR/ REPLACEMENT DUST PAN	€ 1.50
REPAIR/ REPLACEMENT DUSTPAN BRUSH	€ 2.50
REPAIR/ REPLACEMENT FLOOR BRUSH	€ 2.75
REPAIR/ REPLACEMENT MOP	€ 6.25
REPAIR/ REPLACEMENT MOP BUCKET	€ 8.75
<b>LOUNGE</b>	<b>COST</b>
CLEANING CEILING	€ 25.00
CLEANING DOOR	€ 25.00
CLEANING FLOOR COVERING	€ 25.00
CLEANING WALLS	€ 25.00
CLEANING WINDOW	APQ
REPAIR/ REPLACEMENT LAMP FITTING	€ 50.00
REPAIR/ REPLACEMENT CEILING LIGHT BULB	€ 1.31
REPAIR/ REPLACEMENT WALL MOUNTED PICTURES	€ 100.00
REPAIR/ REPLACEMENT ELECTRIC HEATER	€ 43.11
REPAIR/ REPLACEMENT WINDOW CURTAINS	€ 125.00
REPAIR/ REPLACEMENT COFFEE TABLE	€ 200.00
REPAIR/ REPLACEMENT SOFAS	€ 250.00
REPAIR/ REPLACEMENT TELEVISION STAND	€ 50.00
<b>TOILET</b>	<b>COST</b>
CLEANING CEILING	€ 25.00
CLEANING DOOR	€ 25.00
CLEANING FLOOR COVERING	€ 25.00
CLEANING WALLS	€ 25.00
CLEANING WASH HAND BASIN	€ 25.00
CLEANING TOILET	€ 25.00
CLEANING SHOWER	€ 25.00
REPAIR/ REPLACEMENT WINDOW	APQ
REPAIR/ REPLACEMENT EXTRACTOR FAN	€ 14.50

## How to Check Reasons for a Deposit Deduction

REPAIR/ REPLACEMENT MAIN CEILING LIGHT	€ 50.00
REPAIR/ REPLACEMENT MAIN CEILING LIGHT BULB	€ 1.31
REPAIR/ REPLACEMENT OVER MIRROR LIGHT	€ 27.90
REPAIR/ REPLACEMENT OVER MIRROR LIGHT BULB	€ 1.31
REPAIR/ REPLACEMENT SHOWER	APQ
REPAIR/ REPLACEMENT SOAP TRAY	€ 10.00
REPAIR/ REPLACEMENT SHOWER HEAD	APQ
REPAIR/ REPLACEMENT TAPS	APQ
REPAIR/ REPLACEMENT WASH HAND BASIN	APQ
REPAIR/ REPLACEMENT TOILET	APQ
REPAIR/ REPLACEMENT TOILET ROLL HOLDER	APQ
REPAIR/ REPLACEMENT TOWEL HOOK	€ 15.00
REPAIR/ REPLACEMENT WALL HEATER	APQ
REPAIR/ REPLACEMENT WALL MIRROR	€ 100.00
REPAIR/ REPLACEMENT WINDOW BLIND	APQ
REPLACEMENT SHOWER CURTAINS	€ 20.00
REPLACEMENT TOILET BRUSH	€ 1.38
REPLACEMENT TOILET BRUSH HOLDERS	€ 0.88
REPLACEMENT WASTE PAPER BIN	€ 5.00
<b>HALLWAY</b>	<b>COST</b>
CLEANING CEILING	€ 25.00
CLEANING FLOOR COVERING	€ 25.00
CLEANING FRONT DOOR	€ 25.00
CLEANING WALLS	€ 25.00
REPAIR/ REPLACEMENT INTERCOM HANDSET	€ 100.00
REPAIR/ REPLACEMENT MAIN CEILING LIGHT	€ 50.00
REPAIR/ REPLACEMENT MAIN CEILING LIGHT BULB	€ 1.31
REPAIR/ REPLACEMENT WALL HEATER	€ 43.11
<b>Personal Area (BEDROOM)</b>	<b>COST</b>
CLEANING CEILING	€ 25.00
CLEANING DOOR	€ 25.00
CLEANING FLOOR COVERING	€ 25.00
CLEANING WALLS	€ 50.00
REPAIR/ REPLACEMENT WINDOW	APQ
REPAIR/ REPLACEMENT BED HEADBOARD	APQ



## How to Check Reasons for a Deposit Deduction

REPAIR/ REPLACEMENT MAIN CEILING LIGHT	€ 50.00
REPAIR/ REPLACEMENT MAIN CEILING LIGHT BULB	€ 1.31
REPAIR/ REPLACEMENT NOTICE BOARD	€ 83.50
REPAIR/ REPLACEMENT STUDY LAMP	€ 20.00
REPAIR/ REPLACEMENT STUDY LAMP BULB	€ 1.31
REPAIR/ REPLACEMENT WALL HEATER	€ 43.11
REPAIR/ REPLACEMENT WALL MIRROR	€ 100.00
REPAIR/ REPLACEMENT WINDOW CURTAINS	€ 100.00
REPAIR/ REPLACEMENT BED MATTRESS	€ 85.00
REPAIR/ REPLACEMENT BUILT IN WARDROBE	APQ
REPAIR/ REPLACEMENT STUDY CHAIR	€ 106.00
REPAIR/ REPLACEMENT STUDY DESK	€ 274.50
REPAIR/ REPLACEMENT BED BASE	€ 85.00
REPAIR/ REPLACEMENT LAMP	€ 20.00
REPAIR/ REPLACEMENT MATTRESS PROTECTOR	€ 5.00
REPAIR/ REPLACEMENT WASTE PAPER BIN	€ 5.00
<b>ADDITIONAL ITEMS</b>	<b>COST</b>
Rubbish Left Behind (BEDROOMS) Per Bag	€ 20.00
Rubbish Left Behind (COMMON AREA) Per Bag	€ 20.00
Removal of extra Furniture (BEDROOMS) Per Item	€ 50.00
Removal of extra Furniture (COMMON AREA) Per Item	€ 50.00
REPAIR CEILING	APQ
REPAIR DOOR	APQ
REPAIR FLOOR COVERING	APQ
REPAIR WALLS	APQ

Where damage or cleaning is necessary in a bedroom the resident is liable.

Where damage or cleaning is necessary in a common area shared by a number of residents the charges are divided equally unless the person responsible is identified.

Cleaning- charges calculated based on an incremental scale to a max of €25 per item

Repair/Replacement- UCD Residences will try to repair an item if possible. If not the Replacement charge will apply.

APQ- As Per Quote -Depending on location and or the amount of damage replacement prices may vary. UCD will obtain a quote for any repair/replacement work.