



University College Dublin

Residential Services

Deposit Deduction Policy

Introduction

All incoming residents in UCD Residences pay a deposit to secure their booking. The payment is retained for the duration of the licence period as a security deposit to act as credit against any Licence Fee arrears, bills owing or damage beyond normal wear and tear at the end of the Period of Residence or its earlier termination. UCD is entitled to apply the deposit against these items.

Any charges in relation to cancellations are covered by the cancellation policy which can be found on the UCD Residences website. This policy details the process and policy on deductions from the deposit as a result of damaged or missing items, cleaning required or rubbish/items left behind when the resident vacates their accommodation.

UCD Residences are committed to providing high quality accommodation to all residents, excellent customer service and transparency on charges applied to residents. In order to maintain these high standards, provide clear information on the processes around deposit deduction and to educate residents on maintaining their accommodation in an acceptable condition, UCD Residences have an online inventory survey and a policy on carrying out housing audits.

Online Inventory Survey

1. Pre Check-in

Upon moving in, UCD Residences expects that the apartment will be clean and all inventory items are present and in working order. Prior to check-in, UCD Residences will conduct checks of the accommodation and complete a pre check-in inventory survey. The pre-check in inventory survey records the condition of the accommodation prior to the resident checking in. UCD Residences endeavours to record any marks or scratches to the walls, furniture or inventory items so that a resident can be confident that they will not be held responsible for the pre-existing condition of items in their apartments.

2. Post Check-in

Following check-in, the resident is requested to log into their accommodation account, check the online inventory survey and log any issues with their accommodation e.g. if an item is missing, broken or not as described. Residents have 14 days from check-in to do this. Once the survey is submitted UCD Residences will correct any issues raised by the resident. This agreed record forms the basis for any deposit deductions due to missing or damaged items at the end of the licence to reside.



University College Dublin

Residential Services

3. Check-out

When the resident vacates accommodation, the room is surveyed again and any differences to the agreed survey noted. UCD Residences will assess these differences and calculate charges as per the schedule below. In the vast majority of cases no charge will be applied as disparities will be considered due to reasonable wear and tear, thus noted as a defect.

Deposit Deductions

Deposit deductions can occur for a variety of reasons, including but not limited to:

- Charges incurred during occupancy
- Fines due to discipline
- Deductions due to damage following check out

In order to ascertain the reason for a deduction on your account, residents can check their SISweb account by following the instructions in our video *How to Check Reasons for Deposit Deductions* on our website.

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 UCD Residences recorded at the end of the license period.

- 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.

Where a disparity is recorded, UCD Residences will ensure that the issue is recorded on the inventory which is visible to the student and that a photographic record of the item is taken.

Deposit Deduction Appeal

If a resident disagrees with a charge, they can check the reasons for the deduction as described above. In many cases this explains the reason for the charge and the resident may be satisfied that it is a valid charge.

If this has not resolved the query the resident should contact residence finance (residencefinance@ucd.ie). The Residence team will cross check the surveys, photos and charges applied to ensure that the deduction is valid. In most cases this process will resolve any queries a resident may have.



University College Dublin

Residential Services

Appeals Process

If a resident is still in disagreement about a charge, the Deposit Deduction Appeal Form (found on the website) can be submitted for appeal. This appeal should be submitted within 30 days.

Where a student moves out in advance of the other residents of the apartment they can request to have their accommodation surveyed when they leave. Residences acknowledge that a resident should not be held liable for any damage caused following their departure, however, in a similar manner, the last person to vacate the apartment should not be liable for all the cleaning. Therefore a survey taken for a resident who moves out early is a reflection of the current status of the apartment. While it will be acknowledged that the apartment is still occupied the resident should have cleaned the common areas i.e. removed rubbish etc.

- **Cleaning**

Charges will be calculated based on an incremental scale to a maximum of €25 per item/€80 per bedroom or ensuite/€120 per kitchen.

- **Repair/Replacement**

UCD Residences will endeavour to repair an item if possible. If not the Replacement charge will apply.

- **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.



University College Dublin

Residential Services

List of Charges

KITCHEN	PRICE EACH	Personal Area (BEDROOM)	PRICE EACH
REPLACE DOOR LOCK	€ 100.00	FIXTURE MAIN CEILING LIGHT	€ 50.00
APPLIANCE FREEZER	€ 220.00	FIXTURE MAIN CEILING LIGHT BULB	€ 1.31
APPLIANCE FRIDGE	€ 180.00	FIXTURE NOTICE BOARD	€ 80.00
APPLIANCE HOB	€ 120.00	FIXTURE STUDY LAMP	€ 15.00
APPLIANCE HOOVER	€ 140.00	FIXTURE STUDY LAMP BULB	€ 1.31
APPLIANCE KETTLE	€ 25.00	FIXTURE WALL HEATER	€ 122.00
APPLIANCE MICROWAVE	€ 70.00	FIXTURE WALL MIRROR	€ 100.00
APPLIANCE TOASTER	€ 27.00	FIXTURE WINDOW CURTAINS	€ 100.00
FIRE BLANKET	€ 12.50	FURNITURE BED MATTRESS	€ 100.00
FIRE EXTINGUISHER	€ 62.50	FURNITURE BED BASE	€ 85.00
FIXTURE KITCHEN CURTAINS	€ 125.00	FURNITURE BEDSIDE LOCKER	€ 45.00
FIXTURE LAMP FITTING	€ 50.00	FURNITURE STUDY DESK	€ 250.00
FIXTURE LAMP SHADES	€ 3.50	FURNITURE STUDY CHAIR	€ 100.00
FIXTURE LIGHT BULBS	€ 1.30	REPLACE/REPAIR WARDROPE	€ 180.00
FIXTURE SMOKE ALARM	€ 9.44	REPLACE BOOK SHELVES	€ 65.00
FURNITURE DINING CHAIRS	€ 50.00	INVENTORY LAMP	€ 20.00
FURNITURE LOUNGE CHAIRS	€ 290.00	INVENTORY DUVET	€ 9.75
FURNITURE KITCHEN STOOLS	€ 85.00	INVENTORY MATTRESS PROTECTOR	€ 5.00
FURNITURE DINING TABLE(Rectangular)	€ 250.00	INVENTORY PILLOW	€ 3.75
FURNITURE DINING TABLE(Round)	€ 200.00	INVENTORY WASTE PAPER BIN	€ 5.00
INVENTORY BIN RECYCLE UNIT (Per Bin)	€ 65.00		
INVENTORY BIN COMPOST	€ 7.50	TOILET	PRICE EACH
INVENTORY BIN RECYCLE (Crate)	€ 5.13	FIXTURE EXTRACTOR FAN	€ 14.50
INVENTORY BIN GREY MIXED WASTE	€ 12.88	FIXTURE MAIN CEILING LIGHT BULB	€ 1.31
INVENTORY CUTLERY TRAY	€ 3.29	FIXTURE OVER MIRROR LIGHT	€ 29.70
INVENTORY DRAINING TRAY	€ 3.50	FIXTURE OVER MIRROR LIGHT BULB	€ 1.31
INVENTORY DUST PAN	€ 1.50	FIXTURE TOILET ROLL HOLDER	€ 1.88
INVENTORY DUSTPAN BRUSH	€ 2.50	FIXTURE TOWEL RAIL	€ 15.00
INVENTORY FLOOR BRUSH	€ 2.75	FIXTURE WALL HEATER	€ 43.11
INVENTORY MOP	€ 6.25	FIXTURE WALL MIRROR	€ 100.00
INVENTORY MOP BUCKET	€ 8.75	FIXTURE WINDOW BLIND	€ 100.00
		INVENTORY TOILET BRUSH	€ 1.38
HALLWAY	PRICE EACH	INVENTORY TOILET BRUSH HOLDERS	€ 0.88
FIXTURE INTERCOM HANDSET	€ 100.00	INVENTORY WASTE PAPER BIN	€ 5.00
FIXTURE MAIN CEILING LIGHT	€ 50.00		
FIXTURE MAIN CEILING LIGHT BULB	€ 1.31	END OF TENANCY	
FIXTURE WALL HEATER	€ 258.00	Rubbish Left Behind (BEDROOMS)	€ 20.00
		Rubbish Left Behind (COMMON AREA)	€ 20.00
LOUNGE	PRICE EACH	Removal of extra Furniture (BEDROOMS)	€ 50.00
FIXTURE LAMP FITTING	€ 50.00	Removal of extra Furniture (COMMON AREA)	€ 50.00
FIXTURE CEILING LIGHT BULB	€ 1.31	FABRIC (walls, floors, ceiling, doors, windows):	
FIXTURE CEILING LIGHT SHADES	€ 3.50	CLEANING	€ 25.00
FIXTURE ELECTRIC HEATER	€ 468.00	REPAIR	€ 50.00
FIXTURE LOUNGE CURTAINS	€ 125.00	REDECORATE BEDROOM	€ 225.00
FURNITURE COFFEE TABLE	€ 15000	REDECORATE KITCHEN	€ 250.00
FURNITURE SOFA	€ 600.00	REDECORATE CORRIDOR	€ 200.00
		REPLACEMENT OR REPAIR	As quote
		CLEAN BEDROOM AT END OF TENANCY IT NOT UP TO STANDARD	€ 80.00
		CLEAN ENSUITE AT END OF TENANCY IF NOT UP TO STANDARD	€ 80.00
		CLEAN KITCHEN AT END OF TENANCY IF NOT UP TO STANDARD	€ 120.00