

FAQs: Spring 2020 Move Out Process

Scheduling Questions

Why can't I collect my belongings? My friend (in the same hall, different hall) was contacted and they can collect their things.

We've outlined a plan that maximizes social distancing and reduces "move out" volume in our buildings at any one time, but also allows us to begin clearing buildings for their potential in meeting public health demands (potential community hospital needs, housing for community essential staff, etc.). A limited number of reservations have been set for each building/floor section during each reservation time period.

Roommates should avoid selecting the same reservation time. Please coordinate with your roommates/suitemates to ensure that they are not planning to return to campus at the same time, as social distancing is mandated.

Access to campus residence halls and apartments will only be granted to those residents that **have a confirmed reservation** during that time period. Students should *not* come to checkout without a reservation.

What if I need to change my reservation?

After making your reservation online, you will receive an email confirmation. There is a link that confirmation that allows you to change your reservation. **All belongings must be collected by May 17, 2020.** No reservations may be scheduled within 24-hours of the reservation time.

I cannot come to collect my belongings. Can I make arrangements to pack and store (or ship) my belongings?

If you are unable to retrieve your belongings and move out during the allotted move out time, you will need to make arrangements for the packing and storing (or shipping) of belongings at your expense. Students may only use the university-approved vendor for packing/moving. No other company will be permitted to enter residential facilities and retrieve belongings on a student's behalf. Students should fill out the information in the email sent to them from Campus Living. After submitting that information, a Campus Living Staff Member will contact you to make arrangements. **You should NOT schedule a reservation online.**

Can I stay overnight in my room when I come to move out?

Residents will not be permitted to stay overnight in their assigned residence hall or apartment. Please plan your reservation time and travel arrangements accordingly.

Access to Buildings/Rooms

Can someone else pick up my belongings?

No, no one except the assigned student will be permitted into the building.

Someone will help me transport my belongings. Can they enter the building with me?

Residents will not be permitted to bring anyone into the residence hall or apartment building to assist them in moving out. Family and friends should remain outside of all buildings and only assist in loading vehicles. If you

are making plans to travel with others, they should be individuals whom you currently reside with at your permanent residence and all individuals must also be in good health.

[I lost my room key/ UB card, how do I get into the building?](#)

You will respond to the email Campus Living sent you, and complete a form indicating whether you have your room/apartment key or UB ID Card. If you have lost either, or both, you must inform Campus Living. **You should not make your online reservation.** A Campus Living staff member will contact you to make arrangements to access your room. You will not be able to access your room or building without making arrangements for a key and/or temporary swipe card. No on-site lockouts will be available during your reservation time.

[What do I do if I have already checked out of my housing assignment \(returned my keys when I left; mailed my keys in\), but need to retrieve my belongings?](#)

If you are unable to retrieve your belongings and move out during the allotted move out time, you will be need to make arrangements for the packing and storing (or shipping) of belongings at your expense. Students may only use the university-approved vendor for packing/moving. No other company will be permitted to enter residential facilities and retrieve belongings on a student's behalf. Students should fill out the information in the email sent to them from Campus Living. After submitting that information, a Campus Living Staff Member will contact you to make arrangements. You should NOT schedule a reservation online.

[Check Out Directions](#)

[Once I've collected all of my belongings, where do I checkout?](#)

All information is outlined in the [Express Checkout Guide](#). After removing all your belongings from your room/apartment, you must return your room/apartment and mailbox key (if applicable) and complete appropriate paperwork at the designated Express Check-Out Stations located in your area office (residence halls) or the Hadley Village community building (for all apartment villages). Be sure to lock your door (bedroom/apartment) when you check-out.

[Can I check out at the hall or village office? Can I give my key to an RA or CA?](#)

No. All express check outs must occur at the designated Area office (residence halls) or the Hadley Village community building (for all apartment villages). RAs and CAs are not permitted to take your key.

[Moving/Storage Assistance](#)

[How do I make an accommodation request? \(i.e., I cannot lift things for medical reasons, so I need assistance\)](#)

As part of the online reservation process, you may submit an accommodation request. After making your reservation, a Campus Living staff member will contact you to make arrangements to access your room.

[Someone will help me transport my belongings. Can they enter the building with me?](#)

Residents will not be permitted to bring anyone into the residence hall or apartment building to assist them in moving out. Family and friends should remain outside of all buildings and only assist in loading vehicles. If you

are making plans to travel with others, they should be individuals whom you currently reside with at your permanent residence and all individuals must also be in good health.

Is storage available?

Campus Living does not offer any storage on campus. Students looking to place items in storage must make arrangements with off-campus locations before they leave. Campus Dining & Shops offers storage on-campus for UB students. Space is limited, and there is a separate fee. Summer Storage is available through The Elli in the Ellicott Complex. Students can purchase their storage space online and bring their receipt with them with their item(s) to The Elli between the hours of 11 am to 3 pm, Monday – Sunday.

Will carts be available during move out?

Carts to assist you with moving out your items will be available in each residential area. You will not be required to sign-out the cart; however, you will be expected to return the cart. Locations can be found in the [Express Checkout Guide webpage](#).

Are packing materials available?

Boxes, garbage bags, and tape will not be available. These items should be brought with you to secure your belongings.

What if I have items I no longer want? (i.e., refrigerators)

UBReUSE will accept a limited number of [non-food](#) items at Richmond Quad, Building 3 (Ellicott Complex). A limited number of [food items](#) will be collected on behalf of *Blue Table*.

I am returning to the same residence hall room in the fall, can I keep my belongings in my room over the summer?

No, it is necessary to retrieve your belongings. See option below if you cannot come to collect your belongings.

I am a resident in a twelve-month apartment (South Lake Village buildings 208, 209, 210, 212, 213, 214, 216, 218 and 220; Creekside Village West buildings 13, 15, 17, 19, 21, 23 and 25; and all of Flickinger Court and I renewed the agreement for 2020-2021 (considered a roll-over), do I have to remove my belongings?

You were emailed because we wanted to provide you the opportunity to move out your belongings as you are not here on campus. If the resident would like to leave their belongings let them know that you are keeping a record of the request and a Campus Living staff member will follow up with them. Please update the call log with the student's information.