



Move-Out Checklist

Move Out Time is upon us. Summer is quickly passing by, and before you know it the time come will for you to move out. As you prepare to move here are a few important things to keep in mind.

First allow plenty of time!!!

How Do Residents Check Out.

Checking out is easy. Getting Prepared for a Check-Out can be more difficult.

To Check Out Log in to your resident portal use the Contact Us feature to schedule a time to hand over possession. This meeting will need to be on or before the date and time of the expiration of your lease agreement. One of our staff will stop by your unit to pick up the keys at the date and time you schedule. Only one resident need be there and it shouldn't take more than a couple of minutes to exchange the keys. All keys must be returned, and all residents must be completely out at that time. IN almost all cases the check-out time is 9:00 a.m.

Our staff will then inspect the property and post a copy of the results of our check-out inspection on the documents section of your web portal, usually within a few hours of your turning over possession.

We will issue a security deposit refund with an itemized list of charges/deductions within 30 days of the move-out. A forwarding address should be submitted via resident request through your account on our web portal.

Be Prepared to check out

Prior to checkout the residents will need to have removed all their belongings, done all their cleaning, and disposed of all their trash and junk. This always takes more time than you expect, so allow plenty of time for moving, cleaning, and getting into your new place. Below are some hints, to make the process go far smoother.

The residents will need to have collected all their keys and be prepared to hand them all to our staff member at the check-out meeting. If you have parking permits for the lot on Prall Street that we provided, you MUST return those as well.

In the case of multi-bedroom units remember that we do not check residents out individually, but rather the residents surrender possession of the entire house/unit at one time. This can only happen when the all the residents are completely out.

CLEANING

First off and most important: There is no way to clean up the entire house the day before you are set to move out. Make sure to leave yourself plenty of time to clean up. For every hour that you think it will take to clean, it will probably take at least two. Below is a room-by-room breakdown of things to make sure to look for.

Another consideration is that there is a difference between leaving something clean, and cleaning on it. Just because you wipe your tub down with cleaner in five minutes, does not mean you have removed a year's worth of soap scum. The same principle applies throughout the property. Our personnel will actually clean your house or apartment, and that means that unless it is actually completely clean, we will clean it again.

Your house was "deep cleaned," a term of art in the cleaning profession, prior to moving in. To avoid us having to clean, it will need to be "deep cleaned" before you hand over possession.

We would prefer that you leave your house clean, but if we have to pay to have it cleaned, you will be charged. We charge \$50 per hour per cleaning person for cleaning, and if a house is left dirty, ten, twenty, or even thirty hours of cleaning isn't unheard of for deep cleaning.

Toward that end we have compiled a cleaning checklist. This is not exhaustive, because different properties have different attributes, features, and cleaning needs, but making sure all these items are cleaned or properly taken care of will go a long way toward avoiding unnecessary charges. The goal should be to make it seem as if you were never there.

All Areas

- Remove ALL belongings, including unwanted furniture
 - This includes any and all storage areas (including bedroom closets) as well as living areas
- Remove ALL trash
- Clear off ALL shelving
- Floor surfaces *need to be clean*
 - Vacuum ALL carpeting
 - Sweep and mop ALL hard floor surfaces
 - *When moving your furniture remember, LIFT, don't slide. Scratches on hardwood, laminate, or concrete floors can be very expensive to repair.*
- Clear and clean the walls thoroughly
 - Make sure that anything that may have landed or marked up the walls is cleaned up.
 - This includes food, drinks, and scuff marks
 - If you have pet make sure that anything on the walls that was placed there by the pet is gone without a trace.
- Clean the baseboards and wipe down baseboard heaters (you would be amazed how long it takes to clean baseboards)
- Clean ALL windows and windowsills – this includes windows on doors

- Doors and doorknobs need to be cleaned
- Make sure screens are intact and in place
- Let your blinds down and wipe them clean
- Ceilings need to be free of dust – make sure to clean where the walls meet the ceiling
- Filters from all air conditioners need to be cleaned out, or replaced
- Ceiling fans need to be cleaned of dust
 - Ceiling fans accumulate dust quite readily; the amount may surprise you

Kitchen

_____ Stove

- Pull the stove out and clean behind and under it
- Make sure the burners, drip pans, and underneath the drip pans are clean and free of residue
- Clean the sides of the stove unit and the walls surrounding it of all oil and splatter
- Wipe down the front (the oven door), and make sure the drawer is well cleaned and is placed on the runners

_____ Oven: *When was the last time you cleaned your oven?* If you can't remember, you might want to look.

- Remember, ovens can take hours to clean so leave yourself time.
- Make sure the oven is free of all carbon particles and residue

_____ Refrigerator/Freezer

- Remove all items and wipe down all shelves and drawers (top, bottom, inside, out, and underneath)
- Wipe down the walls of the refrigerator, including the inside of the door and the shelves attached to it.
- Clear off the top of the refrigerator and wipe off all settled dust
- Thoroughly clean the front of the refrigerator, including the handles, to make sure there is no dirt or food stuck to the doors.
- Pull the frig out and clean under it

_____ Microwave/Range Hood

- Clean up any food splatters, and make sure to wipe down all of the surfaces. If there is grime in the corners then it is not clean.
- Wash the microwave plate and be sure that all food residue is absent
- Ensure that range hood light bulb is working

_____ Dishwasher

- Make sure the door is clean and the interior is free of food debris.

_____ Cupboards

- Remove all items
- Wipe down all cabinet surfaces: shelves, sides, bottoms, and above the cabinet

_____ Countertops:

- Wipe them down and make sure all food debris is gone.

- DO NOT just wipe food particles between the counter and the larger appliances (we check this).

Bathrooms

____ Vanity

- Clear out all personal items
- Clean out any residue left by any product
- Clean the mirror of all spots

____ Sinks

- Remove all items from the sink surface
- Clean all built-up residue
- Clean spigot, drain, and sink knobs/lever
- Make sure aerator is attached and the drain plug works properly
- Remove all items from underneath sink cabinet, and thoroughly clean all surfaces inside of it.
- Clean front of sink cabinet
- Remember chemicals can tarnish the chrome if not rinsed off promptly with water.

____ Toilets

- Clean ALL toilet surfaces – top, front, sides, seat, lid, bowl (inside and out, under the lid), and base. Make sure the floor around and behind the toilet is scrubbed clean.
- There should be no remaining hair or other remnants of your presence on or in the toilet.

____ Shower/Bathtub

- Clean ALL surfaces – sides, bottom, shelves, the walls above the shower, and the outside of the tub
- There should be no rings or soap scum – none
 - Check using your fingernails – if there is residue, clean again
- Spigots/showerheads, knobs/lever, drains, and plugs should all be working

____ All flooring and trim needs to be thoroughly cleaned. The area where the floor meets the wall should be given special attention.

____ If you have central heating or cooling, please clean the intake and output vents.

Bedrooms and other Living Areas

____ Refer to the “All Areas” reminder above (especially regarding removing items and cleaning floors, walls, ceilings, windows, blinds, and doors)

____ Trim, as you have read a few times back, make sure that your baseboards are CLEAN. This may seem trivial, but it has been a problem.

Outside

____ Porch(es)/deck(s)/hot tub areas/driveways

- Remove all trash on the porch or deck and/or around your hot tub (if applicable). This includes trash that has accumulated on the ground or in the bushes.
- If you or someone in your house smokes: make sure that any cigarette butts are picked up.
- Sweep the floor of your porch (if applicable).

Cleaning Up After Pets

Pets are capable of creating huge messes. Hair, dander, and excrement will impart their odors and particles into every crevice of your house. If you have a pet, please make sure that there are no remnants of your pet's presence. This includes unsightly piles of hair and a lingering pet odor. Also, be sure you clean up OUTSIDE, as nobody wants to move in to a house with pet waste littering the yard.

Trash, Furniture, and Debris Removal.

Disposing of massive amounts of trash, old clothing, cast off furniture and appliances, and beer pong tables is an issue. We don't want any of this stuff left in the house or on the property; the new residents certainly don't want a pile of junk sitting around when they move in. If it is nice stuff you can always give it to the Salvation Army or Goodwill Industries, where it can go to help someone less fortunate.

You will need to plan ahead and set your excess trash out for the trash pick-up day prior to your move out. Trash that will not fit into the Herbies needs to be bagged and secured prior to setting it on the curb. We strongly recommend buying heavy duty contractor bags from Lowes or Home Depot. If there are large items such as furniture you will need to call Lexcall no later than the last business day prior to your trash pickup day, for a special pickup. For most of our residents pickup day is a Monday, which means you will need to call the week before to get a special pickup. (A few properties have different trash pick-up days, judge accordingly). For example, if you move out is on a Wednesday and your trash day is MONDAY, you will need to set all your excess garbage out trash pickup on Sunday night, or very early Monday. If you have large items to dispose of, you'll need to call Lexcall no later than the previous Friday to arrange pick-up.

If we have to haul trash, debris, and furniture to the dump, the fees can get fairly expensive fairly quickly.

Once you move out, do not leave copious amounts of trash out on the curb, especially if your pick-up day is not for a few days. This can lead to code citations, which as we all know can turn into an expensive headache.

If you have furniture that you do not plan to take with you to your new house, please do not leave it in the house. It is much cheaper for you to discard the furniture than for us to do it for you at charge. One of the last things we want to do is to have to remove your old desk, which weighs a ton, or the couch that you no longer want.

Keys

In order to avoid being charged for changing rekeying the locks we will need ALL KEYS returned at the time of the surrender of possession. So 4 keys out of 5 do not count, nor do keys that are mailed in after the fact. The locks will be changed the day of move-out so a new group of residents can move in the next day.

Light Bulbs, Drip Pans, Mini-blinds, AC Filters

Residents are expected to replace all light bulbs, broken or damaged mini-blinds, drip pans/rings, and AC Filters. Light bulbs should generally be 60 watts (or equivalent), mini-blinds are almost always from Home Depot but you must get the correct size, pans/rings need to be exact replacements; different brands of appliances use different sizes. AC filters can generally be obtained from Home Depot as well.

Touch up Paint

When touching up the paint on walls, it is important to use the exact paint color. All of our walls are currently painted in Coronado "Wildcat Sand," semi-gloss from Perspectives, or "Wildcat Wheat" semi-gloss from Porter/PPG. It is critical to get paint from Perspectives or Porter (as the case may be), or it will not match surface and color. The trim and doors are Coronado White Semi-Gloss or Porter/PPG Hi-Hide Semi-Gloss White. Ceilings are either Porter ceiling white, Coronado Ceiling Bright White or else they are the same color as the walls.

A couple of notes on Resident paint touch up: First, be careful. The cost of removing paint from the floors may be greater than the cost of having subcontractors paint. Second, don't assume that if you have repainted a room that one coat of paint will cover it and solve the problem. Even a slight color change typically requires two coats of paint to cover, and a substantial change may require a coat of primer and two coats of paint. ***Don't try dry wall repair – if you are trying to repair drywall you are almost certain to fail and our people will simply redo all your work.*** Remember that 5-7 nail holes (under ¼ inch) per room is typical and fixed at no charge, as per your lease. Large numbers of holes, or larger holes, are a different story and will incur a charge. Your paint colors should be in your check-in sheet which is in the documents section of your online portal.

Resident Repairs Prohibited

We do not allow residents to make their own repairs. The reason is simple: the quality of work is not up to professional standards. This usually involves carpentry, mainly door replacement, and drywall repair. While a certain number of residents try this every year, there is a solid 99% failure rate. Our guys not only have to remove what you have done, in order to redo it, the money and time you have invested is already wasted.

We wish you the best of luck in the future. Remember check out is at 9 am on the day that your lease ends. Enjoy the rest of your summer!!

Thank You,
WildcatStreet