



## Student Move-Out 2019

**My Move Out Appointment:** \_\_\_\_\_

**My Apartment:** \_\_\_\_\_

***Please leave this packet where ALL your roommates can see it***

Welcome to Student Move Out 2019! Now that you have scheduled your move-out appointment, this will serve to be an excellent guide to make your move-out as smooth as possible.

**Per your lease...**

***“B. The following types of damages will, in addition to others, be chargeable to LESSEE upon LESSEE vacating the leased premises:***

- 1. Extra cost of painting, carpet cleaning or replacement, or any other deodorizing process necessitated by the presence of persistent, lingering odor resulting from smoking materials, use of candles and incense, urine, alcohol, odorous cooking or otherwise.***
- 2. Extra cost of cleaning apartment to ensure that apartment is in occupancy ready condition.***
- 3. Damage to furniture and TV (if applicable).”***

We would like to invite you to our **Student Move-Out Q&A session** from 6:00 PM-7:00 PM Tuesday April 30<sup>th</sup> where we will lead an open forum to help you through any move-out related questions that you may have. **The move-out inspection forms which will be used during your move-out inspection date & time will be provided during this Q&A session.**

# Maintenance Forms

Anything in the apartment that is in need of repair, is going to be listed on one of our two maintenance forms. We divide these repairs into one of two categories, **Charge Tenant** or **Charge Owner**.

**Charge Owner Maintenance:** Things listed here are items that need to be fixed, which result from tenancy and may be out of the control of the resident. These items are basic wear and tear on a unit, and the owner of the building will pay for these items. Here we need to remember that these charge owner maintenance issues are basic upkeep of the apartment and not caused by tenants. These items include but are not limited to:

- Burned out lightbulbs
- Leaky faucets
- Running toilets
- Drip pans that are warped
- Wall plates that are loose
- Worn toilet seats
- Burned out fridge and stove lights
- Loose trim/cabinets
- Tightening bedframes/furniture
- Loose/sticking door knobs
- Baseboards needing re-attachment
- Caulk that has cracked over time
- Smoke alarm batteries
- Loose wall plates

**Charge Tenant Maintenance:** Charge tenant maintenance items are things that were beyond basic wear and tear during the tenancy and was damaged by residents during their lease. Some examples of charge tenant items include but are not limited to:

- Broken/missing handles
- Removing/Replacing non-First Site door handles
- Removing personal items left behind
- Broken/missing wooden bed slats
- Clogged sinks/drains
- Broken/missing cabinets
- Broken fixtures
- Broken/missing blinds
  - Blinds measure ½" shorter than store size. (i.e. If you use a tape measure and your blind width is 38 ½", you will buy a 39" blind.)
  - Blind Color: Alabaster
- Kicked in doors/frames
- Scratched/Broken/missing trim
- Broken/missing window screens
- Broken/missing towel bars
- Animal Damage throughout interior & exterior of unit
- Drywall repair/holes in wall
- Broken/Missing appliances\*
- Broken/Missing furniture\*
- Burned/Stained flooring
- Use of ozone machine for odor removal
- Broken/Missing wall plates

**Note:** Labor cost of \$53.95 per hour plus the cost of materials will apply.

\*Broken/Missing Appliances or Furniture will be replaced whole set not as one piece.

\*i.e. Stained/Broken Mattress and/or Bedframe may be replaced as a set which replaces both the frame and mattress.

\*i.e. Broken chair may result in replacement of both couch and chair

## Painting

If your apartment requires any type of painting, the amounts below will be charged. Unless, it is noted on your move-in inspection. (**Example:** If one wall requires paint or if the entire apartment requires paint the amounts below will be charged.)

Painting Costs (Full Move Out: All roommates move out)			
1 Bedroom Apartment	2 Bedroom Apartment	3 Bedroom Apartment	4 Bedroom Apartment
\$100	\$125	\$200	\$225

Painting Costs (Partial Move Out: some roommates re-signed for 2019/20 school year)
Per Bedroom/Connected Bathroom Charge: <b>\$50</b>

- Most of our properties are painted with the color First Site White (gloss), which may be purchased only at Sherwin Williams in Normal, IL. **Paint color is "First Site White" at most locations except for Uptown North, 1010 Lofts, and Accent Walls at various locations. See attached paint list on last page for details.**
- ***Extra Charges may apply for extreme situation such as but not limited to Heavy smoke, pet damage, heavy stains, kitchen cabinets, vanities, doors etc.***

## **First Site Paint List**

- All paint is gloss finish and can be purchased *only* at Sherwin Williams in Normal, IL.
- **1001,1001 ½ University**- First Site White
- **101 Phoenix**- First Site White; Accent Wall- Virtual Taupe
- **1010 Main**- Tony Taupe & Chesapeake Red Bay
- **103, 206, & 404 Locust**- First Site White; Accent Wall-Virtual Taupe
- **104 & 116 Cherry**- First Site White; Accent Wall- Virtual Taupe
- **1111, 1113, & 1115 Market**– First Site White
- **114, 205, 207 Willow**- First Site White; Accent Wall –Virtual Taupe
- **138 Beaufort**- First Site White
- **305 E. College** – Contact Maintenance Office
- **306 Taylor** – First Site White
- **308 Taylor**- First Site White
- **501 & 504 Fell**- First Site White; Accent Wall Virtual Taupe
- **502 College**- First Site White
- **602 Hillview**- First Site White
- **602 Linden**- First Site White; Accent Wall– Virtual Taupe
- **605 & 609 Hester**- First Site White; Accent Wall-Virtual Taupe
- **606 Dry Grove**- First Site White
- **610 Osage**- First Site White
- **703-705 University**- First Site White; Accent Wall- Virtual Taupe
- **707, 709, & 711 Dale**- First Site White
- **708 Cullom**- First Site White
- **801 Kingsley**- First Site White; Accent Wall– Virtual Taupe
- **Sugarcreek**- First Site White; Accent Wall- Virtual Taupe
- **The Oaks**- First Site White; Accent Wall- Virtual Taupe
- **Uptown**- Sedate Gray; Accent Walls- Marquis Orange or Tali Pot Palm (Green)
- **West Wings**- First Site White
- ***\*If you do not see your apartment community listed please call our maintenance office at (309) 452-9283***

## General Cleaning

Cleaning costs described below

(Example: 4 Bedroom; If entire apartment moves out and a heavy clean is required, a fee of \$235 will be charged to apartment, \$58.75 per resident):

Cleaning Costs per apartment (Full Move Out: All roommates move out)			
<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>
Light \$50	Light \$50	Light \$50	Light \$50
Medium \$89	Medium \$99	Medium \$145	Medium \$190
Heavy \$100	Heavy \$115	Heavy \$200	Heavy \$235

Cleaning Costs	
(Partial Move Out: some roommates re-signed for 2019/20 school year - Only residents moving out will be charged)	
<b>Per Bedroom</b> \$40	<b>Per Bathroom</b> \$50

- **\$50.00 Light:** Very little cleaning needed, dusting only of 1-2 Items (Example: Kitchen Countertop and Coffee Table have light dust, but all other items in apartment are clean). Anything over 2 items goes to next level of cleaning.
- **Medium Cleaning Cost:** More than a dusting needed. Moderately dirty. No appliances or bathrooms need cleaning. (Example: Floors, countertops, sinks, cabinets need to be wiped down, however, all appliances and showers/tubs are clean).
- **Heavy Cleaning Cost:** Apartment very dirty, deep clean needed, appliances and bathrooms need cleaning (Example: Any shower/tub or appliance that requires any cleaning at all becomes an automatic heavy clean). *Extra charges may apply for excessively dirty apartments.*

## Carpet Cleaning/Flooring

Carpet and Flooring costs described below

Note: Some residents simply opt for us to professionally clean their carpets after their move-out inspection and bill their joint security deposit due to the fact that rented carpet cleaning machines can be unreliable. Should your carpet not appear to be professionally cleaned as it was when you were issued keys upon move-in, you may be charged for carpet cleaning per the inspector's discretion.

Carpet Cleaning Costs per apartment (Full Move Out: All roommates move out)			
4 Bedroom	3 Bedroom	2 Bedroom	1 Bedroom
\$89	\$65	\$50	\$45

### Carpet Cleaning Costs

(Partial Move Out: some roommates re-signed for 2019/20 school year - Only residents moving out will be charged)

Per Bedroom

\$35

#### Extra Fees will apply if:

- \*Heavy stains, candle wax, gum, odor etc. will incur extra removal/treatment fees.
- If a living room couch or chair needs to be deodorized/cleaned an additional **\$35 fee** will apply.
- If tile flooring needs to be waxed from excessive scuffs, marks, stains etc., a **\$135 fee** will apply.

## Key Return Envelopes

Failure to return all keys may result in a re-key charge and will be listed on the charge tenant maintenance form. Here is what to do with each...

- **Apartment Keys:** Place all of them in the key envelope provided and leave envelope on kitchen counter
- **Bedroom Keys:** Leave these in the corresponding bedroom door knobs that they open
- **Key Fobs:** Place all of them in the key envelope provided
- **Security Door Keys:** Place all of them in the key envelop provided
- **Mailbox Keys:** Place all of them in the key envelope provided
- **Garage Door Openers:** Place all of them in the key envelope provided
- **Uptown North/ 138 Beaufort Garage Passes:** These need to be returned to Heartland Parking office in Uptown Normal

## Comcast Equipment

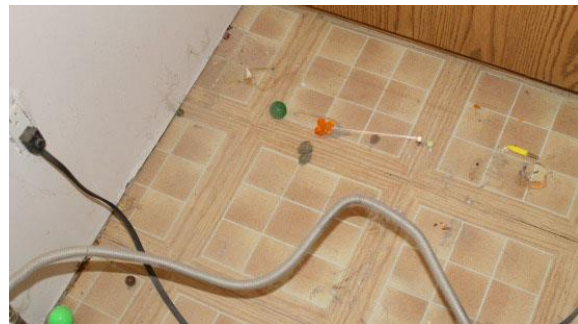
All Comcast equipment should have been returned. Any Comcast equipment such as cable boxes, cords, modems or remotes must be returned to the Comcast office located at 303 Veterans Pkwy in Normal, IL. Residents have registered the equipment in their name, therefore failure to return all equipment to the Comcast office will result in the tenant being billed directly by Comcast. **Please visit the Comcast office should you have questions regarding this.**

## MetroNet Equipment (New Fiber Internet & Cable TV)

All MetroNet equipment MUST remain in the apartment and plugged-in after the residents move-out. In the event any resident removes any of the equipment they will be charged for all missing equipment. (i.e. Remotes, TV boxes, internet modems, etc). ***\*If you set up extra services or signed up for additional TV boxes it is the tenant's responsibility to return additional equipment and turn off additional services.***

## Helpful TIPS for preparing your apartment

1. You must pull out stove and remember to clean inside oven, sides of stove, broiler drawer, under range panel and floor under stove. Some stoves tops do not open/prop up.



2. Clean microwave thoroughly, including grease that might build up underneath and filter throughout the year.



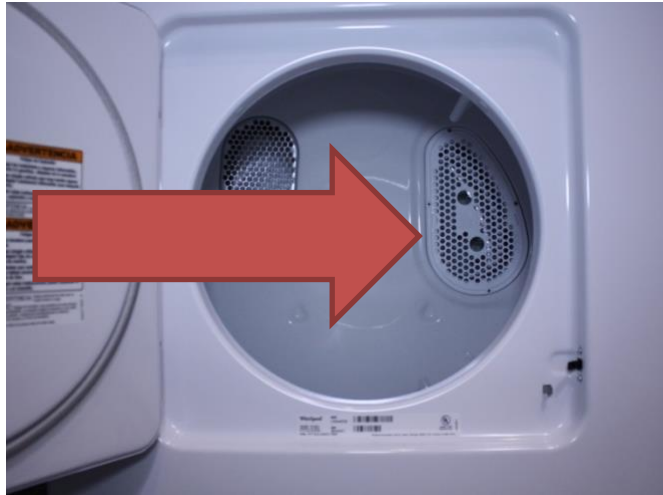


**3. Clean shower doors thoroughly, including tracks.**



**4. Clean top, inside and sides of Washer/Dryer. Don't forget to clean/wash lint trap.**





5. Clean all cabinets inside and out... especially outside of cabinet doors.



6. Clean ceiling fans thoroughly, especially blades.



7. Mini blinds which are broken or stained can be replaced by visiting your local hardware store. All blinds in apartment must match color and style. You can save money by replacing blinds on your own to avoid labor charges.



8. Painting may be very costly; therefore, it is important to clean or paint any blemish on wall which was made during your stay. Paint color is "First Site White" at most locations except for Uptown North, 1010 Lofts, and Accent Walls at various locations. You can also try cleaning agents to see if the stain, scuff etc. can be removed without painting.

