



May 13, 2013

We hope you have enjoyed your stay at The 929 Apartments! We regret your decision to move out, but hope you consider us in the future should your housing needs change.

This letter is written to ensure move-out goes as smoothly as possible. Included is all of the information necessary for leaving the apartment in good condition. It's also a great tool to aid in inspecting the apartment for the same items we check. Following these guidelines may help prevent additional damage or cleaning charges being assessed to your account.

It is imperative that any repairs/cleaning be completed and all keys be submitted prior to move out in order to avoid additional fees. Keys may be turned in at any time, but **you MUST be moved out and have all key(s)/keycard turned in no later than 12 Noon on May 31, 2013.** In the event that you have not checked out by 12 Noon on this date, holdover charges (\$150/day due to Unauthorized Occupancy) will be posted to your account for the delay. Additional costs incurred due to a delay in move-out (contractors fees, etc.) may also be assessed. Any remaining balance on your account after move-out will be referred to Collections. Security deposits (if applicable) will be returned three to four weeks following a move out inspection minus any cleaning, damage, and/or missing key/furniture charges.

To check-out, please pick up a Move-Out Envelope from the Courtesy Desk or Sales Office and follow the simple instructions. Please don't forget to visit www.usps.com to change your address. Click on Manage Your Mail and select Change of Address.

The following is the checklist listing specific items that we will be checking for when we inspect your apartment (and will be used to post any subsequent charges).

IF YOU HAVE A ROOMMATE(S) BUT NOT EVERYBODY WILL BE MOVING OUT, PLEASE KEEP IN MIND THAT...

...residents moving out are responsible for thoroughly cleaning their bedroom and must ensure any storage spaces used in the bathroom, kitchen, and living room are cleared, cleaned, and in good condition to make room for new resident belongings.

...we do not expect the cabinets and refrigerator to be emptied, but we do expect these areas to be clean and in good repair.

...common areas should be left in an orderly and sanitary condition. Inspections take place within 72 hours after you check out. It will be obvious if the kitchen, living room, and bathroom have not been cleaned. Make sure that it is as presentable as you would like it if you were just moving in.

...residents wishing to avoid cleaning fees should take digital photographs and/or document any concerns, including the extent to which the common areas were cleaned BEFORE moving out.

Apartment Clean Up Procedures

LIVING ROOM

- A. Wipe down all furniture (nesting tables, bar stools, TV stand, dining table & chairs).
- B. Clean ceiling fan blades and light.
- C. Wipe down sofa and chair.
- D. Sweep and mop flooring.

KITCHEN

A. Stove

- 1. Thoroughly clean exterior of oven and oven drawer.
- 2. Use oven cleaner to clean interior of oven. Easy-Off Fume Free is an easy and odorless product that works well. If you still need additional cleaning on stubborn spills, use a mild detergent and/or a steel wool pad.

3. **IF YOU STILL HAVE ROOMMATES LIVING IN THE APARTMENT**, drip pans on the stove top (beneath the burners) must at least be scrubbed clean.
4. Remove oven drawer—clean drawer and sweep out from under the drawer.
5. Clean exhaust and fan filter under the microwave. Remove the glass turntable inside the microwave and clean interior completely. Replace the clean glass turntable.
6. Clean walls, cabinets and floor under and around stove.

B. Refrigerator

1. Wash all inside and outside surfaces, including handles. If the door handles appear dirty, Ajax is a perfect product for removing the dirt that won't easily wipe off.
2. Don't forget the crisper cover and drawers (inside and underneath). If the crisper cover is cracked or broken, it will have to be replaced.
3. Dump all ice from icemaker and wash the receptacle and maker. Lift the lever to the off position.
4. Clean all drawers, compartments and shelves.

C. Cabinets and Countertops

1. Interior of cabinets and drawers should be free of shelf lining, crumbs and dust.
2. All exterior cabinet doors should be wiped down to remove water spots and food drips or spills.
3. Wipe off all countertops.
4. Clean the tops of the cabinets (people often forget items they have stored up there)

D. Dishwasher

1. Thoroughly clean inside and out and around the edges—especially the door. Iron Out is a product that will remove any orange staining you may have due to the iron in the water.
2. Clean out any glass or plastic in bottom of dishwasher and around the spray arm.

E. Kitchen Floor

1. Sweep the floor to remove all dirt and debris.
2. If the floors have been cleaned on a regular basis, a disinfecting cleaner should be all you need to mop the floors. **DO NOT APPLY ANY TYPE OF FLOOR WAX!**

F. Kitchen Sinks

1. Kitchen sinks should be scrubbed and free of water spots, stains, or soap film.
2. Make sure that the kitchen faucet is clean.
3. Make sure the garbage disposal is free of all food/objects.

G. Washer/Dryer

1. Both should be clean inside and out. The exterior should be wiped down and powered off. Be sure to remove all lint/debris from the lint trap on the Dryer and clean the floor around the washer/dryer.

BATHROOM

1. Wash inside and outside of vanity cabinet. Wipe or scrub all drawers and cabinets, and wipe off countertops.
2. Clean the mirror with Windex or similar glass cleaning product.
3. Thoroughly scrub all ceramic tiles around the bathtub. Use a product such as Tilex or The Works Bathroom Cleaner to clean the grout as well as the tiles. You may have to clean the tiles around the soap dish several times to get them to shine and be free of soap film. Scour the bottom and sides of the tub until all dirt and soap residue is gone. Don't forget to scour the soap dish and temperature knobs as well. Make sure there are no rust rings on the edge of the tub. When you are done, we suggest drying the walls of the shower as well with a paper towel to ensure that there are no streaks left from your cleaner(s).
4. Clean vanity sink including the faucet (sometimes a toothbrush must be used around the knobs to get them completely clean).
5. Clean toilet bowl and tank; make sure exterior of toilet, lid and bowl are clean, as well as the underneath side of the rim on the bowl. Pay special attention to the base of the toilet.
6. Sweep and mop the bathroom floor (please review the advice given under Kitchen Floor).

A. Windows

1. Wash interiors of all windows with Windex or similar glass cleaning product.
2. Wipe down all windowsills.
3. Wash blinds as necessary—most can be easily cleaned with a damp towel.

B. Bedrooms

1. Wipe down all furniture (bed, under-the-bed drawers, desk, dresser, and desk chair).
2. Clean ceiling fan—blades and lights.

C. Walls

1. All walls should be free of marks, stains and damage.
2. Do NOT fill in nail holes with toothpaste.

3. DO fill in all nail holes with spackling compound.

GENERAL ITEMS

1. Clean all doors on both sides—including closets.
2. Thoroughly vacuum all carpeting.
3. Wash all light fixtures to remove dust and bugs.
4. Clean all fingerprints/grime from walls, doors, and light switches.
5. **Do not leave any of your personal belongings or trash in the apartment.**
6. Do NOT use bleach of any kind.
7. Please refer to the following list for some recommendations on cleaning products:

Recommended Products List

- Disinfecting cleansers such as 409, Fantastik or Windex Glass & Surface work great on most surfaces (furniture, ceiling fans, baseboards, etc).
- S.O.S. Pads will help you easily clean your oven and the rings around your drip pans.
- Disinfecting and non-sudsing cleansers with the ability to cut grease, such as Top Job or Mr. Clean are perfect for the kitchen and bathroom (countertops, floors, exhaust fan, vanity, etc.).
- Ajax or Comet to scrub the sinks and bathtubs.
- Windex Glass & Surface for all mirrors and doors.
- For the shower tiles and grout, you'll need soap scum and grout cleaners such as Tilex or The Works Bathroom Cleaner. Mr. Clean Magic Eraser works especially well on the grout.
- We recommend The Works or Sno Bowl for your toilet.

If there are items in the apartment that need repair, please submit an online maintenance request well at least two weeks prior to your move-out to ensure timely completion.

If you have any questions, please call the Sales Office at 410-246-8538. We thank you again for your residency, and wish you all the best in your future endeavors!