



## Move-Out Procedures

Dear Departing Residents,

As your move-out date approaches, Westside Village would like to take this opportunity to thank you for renting from us over the past year. In addition, we are providing you with this move-out guide/checklist for move-out procedures. Please read this entire packet carefully which provides you with very detailed and helpful information. **This is how you get a security deposit refund!**

Westside Village prefers to return your entire security deposit. Use this information to your advantage so that you can receive your full security deposit back. Encountering apartments with damages, that are not properly cleaned, or that have personal belongings left behind will result in charges against your security deposit.

In some circumstances, charges can also exceed the security deposit amount resulting in additional money that will be owed to Westside Village. By following these move-out guide instructions/procedures, you can leave your unit in the best possible condition. Leaving your apartment as outlined per the instructions in this move-out guide will save all parties involved time and money. This packet includes the following information for your reference:

1. Damaged Item Cost Sheet - In the event that anything was damaged in your apartment during the lease period, this list provides an estimated cost for replacement. Please note that these costs do not include sales tax and are only estimated costs, which may therefore vary depending on the nature and extent of the damage.
2. Cleaning Cost Sheet/Cleaning Guide - In the event that your apartment has not been cleaned and/or was not cleaned properly at move out, we will have the apartment cleaned and you will be charged accordingly. This cost sheet represents *estimated* costs that you can expect to be charged for cleaning, which may therefore vary depending on the nature and extent of the work required to address any cleaning deficiencies. If you hire a professional cleaning company to clean your apartment, please provide them with the cleaning guide for their reference and submit a copy of the cleaning receipt to the leasing office, that way if there is an issue we can contact the company directly.
3. Security Deposit Return Form – As per your lease agreement you are required to submit a forwarding address so that we can return your security deposit check. This form is specifically Westside Village and has nothing to do with the US Postal Service or the forwarding of your mail after move out.

Please note that **the lease end date is August 1, 2020 at noon**. At that time all keys and a professional carpet cleaning receipt must be turned into the office. If you are using a professional cleaning company, painting contractor, maintenance/handyman contractor, etc., please submit a copy of your receipt and description of work performed. If there is an issue, we can contact the company directly.

We invite you to be present for your move out inspection. If you would like to be present during the inspection, it must be done prior to the lease end date. It will be by appointment only and available only if you pre-arrange to be present prior to the lease. Should you fail to notify the office of your desire to be present, you may lose the opportunity to do so. Please contact the office to make arrangements. Once again, thank you for choosing Westside Village and we wish you the best of luck in the future. If you have any questions or concerns, please contact us at [info@westsidevillage.com](mailto:info@westsidevillage.com).

Sincerely,

Westside Village

## Move-Out Procedures

**We want to return your entire security deposit. Use this move-out guide to your advantage. (This is how you get your security deposit money back!)** We know you would all sincerely like to leave your apartment in the best possible condition in order to receive your full security deposit refund. Often times a deduction is merely due to communication problems between the Landlord and Resident regarding what is expected of the Resident when moving out. This packet is to serve as a guideline for our move-out procedure.

When in doubt, please do not hesitate to call the office Monday—Friday between 9:00-4:30. Please keep in mind these basic rules:

1. Your account balance must be at **ZERO**. Please remember that you have entered into a joint and several lease, meaning all persons on the lease are viewed as a group and not individuals. If there is a balance on your rental account it will be taken out of security deposit.

Often the result of not having a zero balance on your account can lead to additional money owed to Westside Village. **You cannot use your security deposit as your last month's rent.** If you do not pay your last month's rent, you will be charged late fees. Late fees can add up to additional money owed on your account. Your last rental payment is due July 1<sup>st</sup>. Please remember you can always check your account balance by logging onto your online tenant portal. **VERY IMPORTANT, IF YOU HAVE AUTO PAY SET UP YOU WILL NEED TO LOG ONTO YOUR ONLINE TENANT PORTAL TO STOP THE PAYMENT. WESTSIDE VILLAGE CAN NOT TURN THIS OPTION OFF FOR YOU!!**

2. **Return all keys** to the office no later than August 1, 2020 at noon. A Receipt of Keys form must be completed and turned in along with any/all keys. A receipt of keys will be given when returning your keys to the office.

If you are returning your keys after hours the Receipt of Keys form can be found in the move-out box outside the office. It is usually a good idea to fill out a copy for yourself in addition to one you are turning into the office. Envelopes can be found in the move-out box for you to place your keys, Receipt of Keys form, and Security Deposit Check Return Form. Put the envelope through the drop slot located on the office door. **Do not place keys in the move out box!** If you are mailing your keys, **only use a padded envelope.** Keys not in padded envelope get lost in the mail. Keys mailed to the office must **be received** our office by noon on August 1, 2020 otherwise you will be charged a \$150 lock change fee, no exceptions!

3. **FILL OUT YOUR SECURITY DEPOSIT RETURN FORM ONLINE.** As per your lease agreement, you are required to submit a forwarding address so that we can return your security deposit check to you. As a reminder, you have entered into a joint and several lease. All tenants must complete and submit a Security Deposit Check Return Form, this form will be emailed to you and will need to be completed electronically. ALL tenants must agree to the same option; **one group check, multiple checks, or 1 check sent to one person for the entire amount.** **If EACH tenant does not submit a signed form, you will receive one check. This check will be issued/made payable to all names on the lease and sent to only one person. Receiving checks this way means it cannot be cashed unless all persons named on the check have signed the check. If you prefer separate checks, we can do so at an additional fee of \$10.00. If you would like to receive separate checks, everyone must agree to this by checking the option that states you wish to receive separate checks.** Please note, if you are requesting separate

checks, we must be provided with addresses and signatures of all residents named on your lease. Additionally, if separate checks are requested, the amount of the return will be divided equally among all residents.

4. Review the Item Cost Sheet- This sheet outlines the costs that could be deducted from your security deposit if applicable. This sheet is intended to inform you of an estimated dollar amount that may be deducted from your deposit for damages, cleaning and/or repairs. Many repairs can be done by yourself as long as done properly. For example, blinds and light bulbs are easy to replace and will save deductions from your security deposit. Repairs not properly performed will result in charges.

5. Painting Cost Sheet- If you have holes in your walls, extensive damage such as dart board holes, black markings, etc. you will be charged for painting. Please keep this in mind when preparing for move out. Only approved painting contractors will be permitted to paint your apartment, painting is not to be done by residents.

## Cleaning Guide

### **Suggested Cleaning Supply Check List**

The following is a convenient checklist of supplies needed to clean your apartment properly:

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Oven Cleaner        | <input type="checkbox"/> Abrasive Cleanser       | <input type="checkbox"/> Bleach Cleaner         |
| <input type="checkbox"/> All-purpose Cleaner | <input type="checkbox"/> Soap Scum Cleaner       | <input type="checkbox"/> Broom                  |
| <input type="checkbox"/> Floor Cleaner       | <input type="checkbox"/> Vacuum with attachments | <input type="checkbox"/> Mr. Clean Magic Eraser |
| <input type="checkbox"/> Sponges             | <input type="checkbox"/> Paper Towels            | <input type="checkbox"/> Dust Pan               |
| <input type="checkbox"/> Commode Brush       | <input type="checkbox"/> Mold & Mildew Cleaner   | <input type="checkbox"/> Window/Glass Cleaner   |
| <input type="checkbox"/> Rags                | <input type="checkbox"/> Feather Duster          | <input type="checkbox"/> Mop                    |
| <input type="checkbox"/> Brillo Pads         | <input type="checkbox"/> Furniture Polish        | <input type="checkbox"/> Lime Away or CLR       |
| <input type="checkbox"/> Garbage Bags        | <input type="checkbox"/> Toilet Bowl Cleaner     |   |
| <input type="checkbox"/> Scrubbing Bubbles   | <input type="checkbox"/> Dusting Cloths          |   |

## KITCHEN

1. **Light Fixtures**- If the kitchen has overhead light fixtures, they will need to be cleaned. If the kitchen has fluorescent overhead lighting, please make sure all bulbs are operable. It is your responsibility to replace any burnt out light bulbs. Most light fixtures have clips that allow the light fixture to hang from the ceiling; these should be wiped off with all-purpose cleaner and paper towels. For any light fixtures with globes, clean the globe with warm water. Make sure to clean any/all receptacle covers and switch plates as well!
2. **Oven**- Spray the stovetop and burner pans (pan under the burner, also called a drip pan) with oven cleaner. If burner/drip pans are extremely dirty, it is easiest to replace them, as they can be purchased at Lowes, Home Depot, Wal-Mart, and/or Target. Broiler pans and oven racks should be sprayed with oven spray and let to stand a few

hours. Depending on the degree of cleanliness, you may need to leave the cleaner on longer. Wipe off the spray entirely. If burn marks still remain, spray them again and repeat entire process. Be sure to check under the burner pans (drip pans) and the inside and outside of the stove drawer. Lift and clean the entire stovetop that the burner pans rest in. Please be sure to clean the sides of the stovetop; this is where a majority of food, grease, and particles collect. The oven racks (inside the oven) must be removed in order for the oven to be properly cleaned. Spray the oven with oven cleaner spray. Sometimes oven cleaner can leave behind a white residue. Residue easily wipes away by wiping with a wet cloth. Please make sure the white residue is completely gone. If your oven has a self-cleaning feature, you can try to use this prior to using oven cleaner, however this will have to run for several hours. **Do not use oven cleaner if you are using the self-cleaning feature on the oven, the oven could catch on fire. Once the self-cleaning cycle is complete, you can then clean the oven using oven cleaner, however please make sure the oven is cool.**

3. **Hood Range-** The hood to the stovetop can get very greasy during the course of the year. Clean by using a Brillo pad and cleanser. The back wall and sidewalls between the hood and the stovetop may need cleaned as well. Magic erasers often work well to clean these areas. If you find hard to remove grease, heating a pan of water on the stovetop and allowing the steam to rise will help grease and food grime to loosen so they may be easily removed.

4. **Microwave-** Clean the microwave inside and out with an all-purpose cleaner. Make sure all food particles are removed, especially on the inside top. Sometimes food particles in the microwave are hard to remove; placing a bowl of water in the microwave and heating it to a boil will allow the food particles to loosen so they may be easily be wiped off. Make sure you have checked the back corners of the microwave as food particles can be pushed to these back corners.

5. **Kitchen cabinets & drawers-** Empty out all cabinets and drawers. It is easiest to remove crumbs from cupboards and drawers by using a vacuum. Once vacuumed, wipe down all cupboards, shelves, and drawers using all-purpose cleaner and paper towels. Be sure to wipe off the outside of the cupboards and drawers. Cupboards used daily or cupboards near the stovetop may need special attention in removing build-up. If you have a microwave above your stove please check the sides of the cabinets as these often have grease build up. Once you have cleaned the cabinets, **do not put items back in the cabinets.** Go through each drawer and cabinet to make sure there are no crumbs, hair, etc. Please keep in mind that you should start with the top cabinets and work your way down to the bottom cabinets. This will make cleaning easier.

6. **Refrigerator/Freezer-** Wipe out any water/food particles using an all-purpose cleaner. It is easiest to clean the refrigerator if all shelving and drawers are removed. These items can be cleaned in the kitchen sink with warm soapy water. Clean the refrigerator by wiping off wire racks, inside walls, crisper drawers (and under the drawers), and shelves with all-purpose cleaner or warm soapy water. Don't forget to clean the egg holders, butter drawer, and in and around the refrigerator door seal!! Lastly, wipe down the outside of the appliance with bleach or all-purpose cleaner (top, sides and front). **DO NOT UNPLUG THE REFRIGERATOR!!** SIMPLY TURN IT TO THE LOWEST SETTING. Unplugging the refrigerator and shutting the door will ruin the refrigerator. In this case, you will be responsible for the cost of replacing the refrigerator.

7. **Dishwasher-** The final kitchen appliance left to clean is the dishwasher. (What?? You thought the dishwasher cleaned itself every time you ran it through the cycle?? Nope!) Make sure the inside is completely free of food particles. To clean the inside, use a Brillo pad and cleanser. Don't forget about the inside rim/edge of the dishwasher door as this often has food laying on it. Lastly, wipe down the outside of the appliance. Pay close attention to the buttons and inside edge of the door.

8. **Kitchen Sink-** Using a Brillo pad and abrasive cleaner, thoroughly clean the sink and fixtures. CLR or Lime-Away work best around the sink fixtures to remove calcium deposits and buildups. Since water drops tend to dry leaving a

dirty appearance, after cleaning, remember to wipe off the fixtures with a paper towel. To leave a streak free shine, spray glass cleaner on the sink and fixtures then use a paper towel to wipe off.

9. **Counter Tops-** Wipe off all kitchen countertops with an all-purpose cleaner. The countertop closest to the stovetop may need the special attention of a Brillo pad and cleanser. Do not leave streaks - wipe over the countertops with a paper towel and spray cleaner. Once you have cleaned the countertops, run your hands over them to make sure there are no remaining crumbs or sticky residues.

10. **Floor-** It's finally time to clean the kitchen floor! Pull out the refrigerator (without unplugging it), remove the bottom drawer of the oven, and sweep the entire floor. Using Brillo pads and a cleanser, clean all corners and edges of the floor, as this is the area where most build-up resides. After this is completed, clean the entire floor using a mop and floor cleaner. If floor dries with streaks, re-mop using only warm water.

## **THE BATHROOM**

1. **Tub/Shower-** The biggest cleaning job in the bathroom is the tub/shower unit. Clean it first and get it out of the way as a year's worth of soap residue build-up is not very easy to remove. Brillo pads and cleansers are a definite must. Fiberglass tubs should be cleaned with a non-abrasive cleanser. Begin by scrubbing in a circular motion until you can no longer feel residue. Soap scum can be very hard to remove, but using CLR or Lime Away can help to make the job a little easier. Rinse with warm water. Make sure to get rid of all mold/mildew. Clean fixtures with glass cleaner and wipe them with a paper towel. If your tub/shower unit has glass doors, this same process should be used on them. Also, don't forget to clean out the track. If you have rolling/sliding shower doors, you may take these off to clean them. If you do not feel comfortable removing the doors please let us know. Maintenance can remove and put the doors back on for you, at no cost. The shower door track must be cleaned and removing the shower doors makes cleaning the track much easier.

2. **Toilet-** Cleaning the toilet is not a very fun job, but it doesn't take too long. Pour toilet bowl cleaner inside the bowl, wipe clean with a brush, then flush. Make sure there is no residue ring in toilet bowl. If there is a ring you may need to repeat the process. Using bleach cleaner, spray down the entire toilet, wipe off lid, seat (behind and all around), and outside of bowl using paper towels. Don't forget to clean at the foot of the bowl and around the bolts attaching it to the floor. This is where most of the dust seems to collect. After you are done cleaning the toilet, take a dry paper towel over the entire toilet as this will eliminate any hair and dust that might have been pushed around after cleaning.

3. **Medicine Cabinet/ Vanity-** Like the kitchen cabinets, use the vacuum cleaner to rid the inside of any particles and hair. Spray down the outside and inside (the shelves) of the medicine cabinet and vanity and wipe with a paper towel. Clean mirrors and sink fixtures with glass cleaner. Wipe out the sink using a sponge or paper towels and bleach cleanser. Rinse with only warm water and re-wipe with sponge. Again, don't let water drops lay as they can leave a dirty appearance, wipe off with paper towels. Finally wipe down everything with a dry paper towel. This will eliminate any hair and dust that might have been pushed around after cleaning.

4. **Heaters & Towel Bars-** Use an all-purpose or bleach cleaner, spray down entire unit and wipe with a paper towel. Once again, taking a dry paper towel over these items eliminates the dust and hair. Don't forget to carefully clean under the heater as well! A mop will not get the dust under the heater vents.

5. **Floor-** Lastly, it's time to clean the bathroom floor. First, sweep or vacuum the entire floor. Next, use a wet, soapy sponge to wipe along the sides and corners of the floor. Pay close attention to areas around the commode, behind door, and along vanity edges. Mop entire floor using floor cleaner. If floor dries with streaks, re-mop using only warm water.

**It is very important to not leave hair in the bathroom, so please check thoroughly.** Take a dry paper towel and wiping up the hair, you will ensure that nothing is left behind. If there is hair in the bathroom, even though you may have cleaned it, it leaves an appearance that you have not. Also, do not leave your toilet brushes, shower curtains, shower mats or rugs, or toilet paper in the bathroom. The new tenants do not want the things you leave behind. We will ultimately throw these items away and **you will be charged.**

## **BEDROOM/LIVING ROOM**

1. **Windows-** Clean windows with glass cleaner. Cleaning tip -newspaper (yes newspaper) will eliminate streaks. Also clean any patio doors on the inside and outside, as well as the sliding door tracks. Don't forget to clean windowsills and window tracks. Using a vacuum to sweep up all the dust first will help make cleaning the window track/sill easier. Porches and outdoor areas should be completely free of debris.
2. **Closets-** Closets should be completely free of debris. Wipe off shelves and bar with wet sponge and all-purpose cleaner. Do **NOT** leave hangers behind! The new tenants have hangers of their own!
3. **Furniture-** (If your apartment is furnished) If furniture contains any glass parts, clean with glass cleaner. Dust all wood furniture with dusting cloth and furniture polish. Vacuum out all dresser drawers, then wipe out all drawers with furniture polish and paper towels. If furniture is anything other than wood, an all-purpose cleaner may be used. Don't forget to move furniture away from the walls to check for any debris that may have fallen behind or underneath. Use a vacuum on the couch/futon. Any spills/stains may need additional attention. Spray these down with Lysol as well.
4. **Heater Units/AC units-** Thoroughly clean any air conditioning/heating unit with paper towels and all-purpose cleaner. The grill/cover should be free of dust and debris. Re-attach cover. Use vacuum attachments to clean under heating units.
5. **Light fixtures-** If you have overhead light fixtures, be sure to clean the globe/light fixtures with warm water and rid the overhead light of bugs, dust, etc. Also, clean all receptacle covers and switch plates.
7. **Blinds-** Be sure to clean all blinds. If the blinds are too dirty, it may be easier to replace them. If you plan on replacing the blinds, please make sure to measure first! Here is a helpful hint for cleaning blinds: use a sock or glove! Place the old sock or glove on your hand, and dip the tip (or fingers) into a container of vinegar. Squeeze out any excess. Run your fingers along both sides of the first slat to remove dust. Repeat on the remaining slats, stopping periodically to rinse the dust off of the sock or glove and to apply more vinegar.
8. **Floors-** All carpets must be professionally cleaned. Carpets must be vacuumed prior to having them professionally cleaned. Your floors should be the last item that you clean.

## **CLEANING TIPS TO REMEMBER**

- When you are done cleaning the oven, turn it on for a few minutes. If it dries with a white residue, take a clean wet cloth and wipe it down.
- When you are done in the bathroom, kneel down and look at the fiberglass surround/ceramic tile by the tub to see if the soap scum is gone. Also, look at the soap dish and toothbrush holder to make sure that the bottoms are clean. Check the bathroom in particular to make sure that all hair is gone! **We cannot stress enough that leaving hair and crumbs behind leaves the appearance of an unclean apartment.**
- When you are finished in the kitchen, look at the tile at an angle to check for any grease spots that may have been missed. Also, don't forget to check the bottom and edges of the range hood or microwave for leftover

grease.

- Don't forget the closets! These must be cleaned, swept and scrubbed.
- If removing particles from the microwave is difficult, heat up a cup of water, as the steam will help loosen food particles and dirt.
- Mr. Clean Magic Eraser is good for cleaning semi-gloss walls (these are walls in the kitchen and bathrooms) only (do not use on flat paint- living rooms and bedrooms), refrigerators, and white countertops.
- Make sure you walk through your entire apartment after it has been cleaned to ensure that you have not left anything behind. Double check cabinets & vanities. **If you do not want items, do not leave them in the apartment!**
- If you are sharing cleaning responsibilities with other roommates, it is a good idea to check each other's work. If you see something that is not clean enough or has been missed, please clean it. Avoiding cleaning items noted in the Move Out Cleaning Guide will ultimately cost money from the security deposit.

In the past we have dealt with tenants who did not understand why the security deposit had been charged for cleaning. In some cases a roommate may have promised to clean or do a portion of the work, but they simply did not come back to do it. Communication is key, communicate with your roommates throughout the move out process to avoid situations such as these. Sometimes it is best to hire a professional cleaning company to clean the apartment for you. If you choose to hire a professional cleaning company turn in the receipt to the leasing office.

## **GENERAL TIPS/SUGGESTIONS**

1. Carpets must be professionally cleaned by a cleaning service to remove all stains and ground in dirt. **(DO NOT USE TNT CLEANING or Blue Diamond)** Tenants are requested to vacuum all carpets prior to having them professionally cleaned. Receipts must be turned in with your keys. If you do not turn in a receipt, or if you use TNT Cleaning or Blue Diamond, we will have no other option but to have the carpets re-cleaned and charge your account/security deposit. Carpets must be cleaned prior to lease expiration.
2. Blinds must be cleaned. Ensure there are no soap streaks. We suggest if the blinds are too dirty to be cleaned or if they are damaged, replace them with new ones. Replacing the blinds is the best option and is cheaper than having them professionally cleaned. You can purchase blinds at Lowes, Home Depot, Target, Wal-Mart, etc. If you plan on replacing the blinds, please make sure you take measurements ahead of time and purchase only white vinyl blinds.
3. All personal items must be removed from the unit. This means EVERYTHING except furniture we provided. Do not leave cleaning supplies, plungers, shower curtains, toilet paper, etc. None of these items are left for future Tenants. They will all be thrown out and you will be charged for the removal.
4. All nails, picture hooks, etc., used to hang pictures/posters should be removed from the walls and/or ceiling. Dust cobwebs from corners and baseboards. Clean ceiling light fixture covers and/or globes.
5. If maintenance is needed anywhere in the apartment, report it to the office NOW and have it repaired prior to July 1st.
6. Smoke detectors must have an operating battery, all light fixtures must have working bulbs, and fire extinguishers must be charged.
7. ALL keys must be returned upon move-out. If keys are not returned, you will be charged \$150 for changing the locks. Remember to get a Receipt of Keys!

8. Our leasing office MUST have a forwarding address for you before you leave – the **SECURITY DEPOSIT CHECK RETRUN FORM is due by July 13, 2020**. This address will be the address to which we mail your security deposit check. Please read this form entirely before signing and submitting it to our office.

9. You must call West Penn Power at 1-800-686-0021, inform them of your lease termination date, and make arrangements to have the final meter reading done. Tenants MAY NOT have the electric utility taken out of their EARLY. Since West Penn Power will not disconnect any utility on a weekend, Westside Village is permitting tenants to have the electric disconnected as of August 3rd (Friday prior to lease end date). As per the signed lease agreement, any time a utility is disconnected early (Prior to August 1st), the rental account will be charged a \$150.00 disconnect fee.

10. You must call DirecTV to arrange for disconnect of your services and to return your boxes, the phone number is 814-867-2100. Follow the automated prompts to be directed to DirecTV.

Any questions concerning move-out procedures can be addressed by emailing [info@westsidevillage.com](mailto:info@westsidevillage.com)

Moving out of your apartment early or having roommates that are moving out early does not relieve anyone from the responsibility of leaving the apartment in the best possible condition. For example, if you are planning on moving out early and you clean the apartment in May, but have roommates that are occupying the apartment until the end of the lease, the apartment will require cleaning again prior to lease expiration. To ensure that your apartment is left in the best possible condition, we suggest that you return to the apartment a few days before the lease end date to inspect the apartment. You may also choose to hire a professional cleaning company. Please make sure you turn in this cleaning receipt along with the carpet cleaning receipt and keys.

### **OTHER DEDUCTIONS**

Late fees, outstanding invoices, unpaid utilities, charges for returned checks, damages to the apartment, missing/damaged furniture, and carpet cleaning (if receipt is not turned in) are all items/charges that may be deducted from the security deposit if not paid prior to the lease end date. Make sure your rental account has a zero balance by August 1, 2020.

According to your lease, there will be a \$200 per day charge levied against any tenant that occupies the premises beyond the ending date of the lease. **All lease dates end promptly on August 1, 2020 at NOON.**

**We have enjoyed having you as a resident in our community and we wish you well in your future endeavors!**

## HOW YOUR APARTMENT SHOULD LOOK AT MOVE OUT



**DO NOT LEAVE YOUR APARTMENT LIKE THIS. THESE ARE ACTUAL PHOTOS OF HOW APARTMENTS HAVE BEEN FOUND UPON MOVE OUT!**



