

# MOVE-OUT details

On behalf of the entire team **THANK YOU** for making us your home this year! The time has come to say goodbye...but before you leave there are a few things you should know to ensure a smooth move-out. Please read this information carefully and contact us if you have any questions!

## when.



Your lease ends on **JULY 31, 2020 AT 1:00PM**. It may seem far away, but it will be here before we know it, so make sure to start your move-out preparations early to avoid a *“JUST THROW IT IN A BOX, I’VE GOT 30 MINUTES”* moment!

### I am moving out early:

If you are planning to leave before July 31, 2020, please come to the office to complete your move-out process. Damages are assessed for each room independently and associated with the resident(s) occupying that space. Common area charges will be determined after **ALL** roommates have completed the move-out process and returned keys to the office. Common area charges will be divided equally among all residents in the unit.

OR

### I am moving out on 7/31:

**KEY RETURN.** Your keys will expire on your lease end date, July 31, 2020. Please note our office will only be accepting keys from 10:00am to 1:00pm on move-out day, so make sure everything is completely moved out of your unit no later than 1:00pm. The sooner you are ready to move out, the sooner you can turn in your keys. Remember, delays may occur if there is a high volume of residents attempting to turn in their keys right at 1:00pm.



**IMPORTANT NOTE ABOUT EARLY MOVE-OUT.** We are happy to accommodate an early move-out, however please note that an early move out does not negate responsibility, financial or otherwise, for the lease term on your signed lease contract.



**IMPORTANT NOTE ABOUT LATE MOVE-OUT.** If you have not moved out of your unit by 1:00pm on July 31, you will be assessed a \$300 per day holdover fee, which will be charged to your account promptly at 1:00pm. Also, make sure not to leave anything behind in your unit, there will be charges assessed for abandoned property removal.

## what.

- Return **house key**
- Return **mailbox key**
- Return **gate access card**
- Return **wristbands** (1 resident, 2 guest)
- Provide a **forwarding address** to the office
- Provide a **forwarding email address** to the office
- Have a **\$0 balance** on your portal account
- Have **all personal items removed** from your unit
- Restore unit** to move-in condition (cleaning, etc.)

### I will be in town to move out:

You will complete your move-out in the office during regular business hours. **On July 31, our office will be accepting keys from 10:00am to 1:00pm.** Please plan accordingly to make sure you don't finish moving out of your unit after the office is closed. If the office is not available at the time of your move-out, you are welcome to submit your returnable items through the mail using a **“Move Out by Mail”** form.

(see over here) 

OR

### I will be out of town:

If you will not be in town, you have the option of completing your move-out process through the mail. You will need to complete a **“Move Out by Mail”** form. All of the conditions listed above must be met prior to you submitting the form. Your form and returnable items must be received by the move-out date, **July 31** to avoid missing item(s) charges. Due to the volume of residents moving out, we highly recommend you elect a return receipt from the mailing service (FedEx, UPS, USPS, etc.) to confirm arrival of your items in our office. We will be unable to confirm receipt over the phone or via e-mail.

# damages.

After your move-out process is complete, a unit inspection will be completed by an Aspen Heights staff member. Since our team works 'round the clock on move-out day, we cannot accommodate requests to schedule a specific unit inspection time. However, your original **Move-In Condition Form** will be carefully compared to the move-out inspection conducted by our staff to ensure that you are not charged for any pre-existing damages. Any damage to the unit that is not listed on your move-in inspection form will result in damage charges. Additionally, keep in mind that the \$35.00 non-refundable Restoration Fee on your final rent installment only offsets the cost of basic carpet cleaning services; any additional stain removal, carpet repair, and/or replacement charges will be considered damages. All charges for damages are assessed based on the cost of labor and materials. Please refer to your Resident Handbook for a detailed list of damage charges. If you choose to attempt a repair yourself, make sure to consult our maintenance staff about industry standards. If the repair is not up to standards, you run the risk of paying to have the work redone correctly.



## TOP 5 MOST COMMON MOVE-OUT CHARGES:

- Holes** in the wall larger than a photo frame nail and nails/screws left in the wall
- Trash** removal (don't forget hangers, curtains, rods, and the inside of drawers)
- Cleaning of **ceiling fans/windowsills/baseboards**
- Carpet** cleaning (this includes vacuuming under those beds!)
- Cleaning of **common areas** including microwave and oven

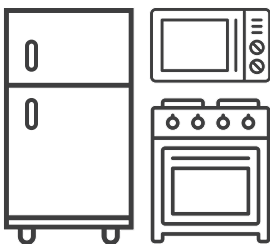
## ITEMS LEFT IN UNIT:

**Aspen Heights is not responsible for any items left in the unit.** A \$25 fee per bag of trash will be charged to your account for the removal of personal items. Any personal furniture left in the unit will be removed at a minimum charge of \$25, not to exceed \$100 per piece of furniture. Any items left behind in the unit **after 1:00pm on July 31, 2020** will be considered abandoned and will not be stored.



# tips.

Don't forget to **remove all of your personal belongings from your home**, including items hung on walls, in drawers, cabinets, closets, and on your patio/balcony. Also, don't forget to check **UNDER** as well, especially appliances – stuff can roll under there! It's easy to overlook something, so **walk through each room carefully** as well as the perimeter of your home to ensure you have everything. **Rule of thumb: The home should be in the condition it was received in at move-in.**



## kitchen:

- REFRIGERATOR:** Remove all food and debris and clean the refrigerator and freezer.
- STOVE:** All the obvious areas AND the exhaust fan filter (located above the stove).
- MICROWAVE:** Please remember to clean the inside and outside of the microwave.
- DISHWASHER:** Remove debris and wipe inside surfaces.
- SINK:** Clean sink and parts (stopper, strainer, faucet etc.).
- CABINETS & DRAWERS:** Remove all items, wipe down the drawers and cabinets inside and out.
- FLOOR:** Sweep, vacuum and mop.
- APPLIANCES:** Give a good sweep of the broom and mop under appliances + wipe down surfaces.

*\*Tip: run your dishwasher one final time with nothing in it to make sure it is nice and clean.*

## bath

- SHOWER:** Thoroughly clean the shower and tub with a household cleaner.
- TOILET:** Clean the toilet, inside and out.
- SINK:** Clean the entire sink and counter with a household cleaner.
- MIRROR:** Please use glass cleaner.
- FLOOR:** Sweeping, vacuuming, mopping.
- CABINETS & DRAWERS:** More wiping, removing of lining, and disinfecting.



## misc

- WASHER/DRYER:** Wipe down inside and outside including the lid to remove any residue. Don't forget to remove all clothing from machines.
- CARPET:** VACUUM!! Don't forget to remove any stains that aren't noted on your Move-in Condition Form.
- FURNITURE:** Dust, clean, vacuum and spot treat.
- BLINDS & WINDOWS:** All blinds should be dust free and in good working condition. Charges will occur for the replacement of any blinds that are broken unless noted on your move-in condition form.
- CEILING FANS:** Dust the blades and light fixtures.
- THERMOSTAT:** Please set your A/C thermostat to 80°, rather than turning it completely off.