



THE HEIGHTS

at state college

MOVE – OUT PACKET

Dear Resident(s):

This packet contains general information that will simplify the move-out process. Please read this information carefully as it explains what is expected of you along with details of what we will be looking for during the inspection of your home. Should you have any questions do not hesitate to contact the rental office.

Please remember these important tips to minimize the possibility of a charge-back to you.

- **Be sure to remove ALL personal items from the unit including cleaning supplies and food in the refrigerator as well as pots, pans, dishes, etc. before returning keys. *** If you do not wish to take these items with you please contact the office for possible donation options. You can be billed for clean-up as well as storage and disposal for any items you leave behind.**
- **The apartment should be completely cleaned. Carpeting should be vacuumed and free of dirt, debris and stains. Vinyl flooring should be mopped and free of grease and dirt. Be sure to vacuum underneath all couch cushions too.**
- **Mattresses and box springs must be cleaned and free of any rips, tears or stains. You will be charged for bedding replacement if any damage is noted.**
- **All furnishings must be thoroughly dusted and cleaned and free of visible damage or defects such as burns, gouges, cut marks, animal damage, or physical breakage. Items which display signs of damage will be replaced at Tenant(s) cost.**
- **If leaving before other roommates be sure to lock your bedroom upon exit so that no one can enter after you leave. Keep in mind you are responsible for the cleaning and upkeep of all common areas until the date of lease expiration even if you depart before your roommates do.**
- **Be prepared to return all keys (including door key, bedroom key & mailbox key) as well as any CATA bus passes to the rental office at the time of check-out. You may not mail these items later. ** Please do not leave keys on the counter in your apartment. If for some reason you will not be present personally on move-out be sure to contact us in advance to discuss options for roommates or another designated person to return keys on your behalf. We will still need you to complete the appropriate move-out paperwork if someone else is returning keys for you.**

The \$99.00 redecorating fee which you paid will be utilized to cover typical **touch-up** painting and cleaning as well as cover the costs associated with a carpet cleaning. As was mentioned you are still expected to thoroughly clean your apartment and remove all personal items before vacating. Any excessive cleaning or painting or costs associated with stain removal or carpet replacement or repair will be billed back to you on your move-out statement. A more detailed list of cleaning instructions is included in this letter and a list of damage or replacement costs for the items in your apartment is included for your reference. Should you have any questions or comments about the move-out process, please don't hesitate to contact us in the rental office.

We would like to remind everyone, per your lease, subletting of your home is strictly prohibited. We do this for *your* protection. Anyone found to be illegally sub-letting their space will be in default of their lease, the illegal sub-letter will be asked to leave, and legal proceedings will be filed. It is very important that you contact the rental office for assistance to ensure the correct process of re-renting your space.

Keep in mind you will be required to complete a Surrender of Possession Form and provide us a valid forwarding address when you depart so be sure to check out during office hours so that these documents can be taken care of to ensure everything is in-order.

We hope that you have enjoyed your stay with us and we wish you much luck in all your future endeavors! For those of you graduating, Congratulations!

Sincerely,

Stephen Hilton
Property Manager
shilton@heightsatstatecollege.com

Stephen Quigley
Leasing Manager
squigley@heightsatstatecollege.com

General Information About Move-Out:

The Lease Contract ends at 12:00 Noon on AUGUST 1, 2017. It is very important that you check-out on-time. If you do not leave the apartment by that time you will be assessed a \$200 PER DAY holdover fee and maintenance would be instructed to remove your personal items and store them at your expense.

- **You do have the ability to vacate your home and turn in your keys prior to lease expiration if you choose. However, you are still responsible for rent and utilities in your home until August 1, 2017.**

At the time of move-in, you should have completed a detailed move-in checklist. Once we have completed the move-out inspection on your unit, we will compare it to your move-in checklist. Any damages noted during the inspection that were not listed on the move-in checklist will result your account being charged.



CLEANING INFORMATION:

APPLIANCES:

- ❖ **REFRIGERATOR/FREEZER:** Must be emptied and thoroughly cleaned inside and out. **DO NOT TURN OFF OR UNPLUG.**
- ❖ **OVEN:** Clean the top, back, front, inside, broiler and underneath the top burners. The oven and stove must be completely grease free and all traces of food debris cleaned. The drip pans on the stove must be replaced with NEW ones of like size and style. These can be purchased at Lowes, Home Depot, and Walmart. Do not attempt to clean the drip pans as they will not come clean enough to be accepted.
- ❖ **DISHWASHER AND MICROWAVE:** Must be emptied and cleaned inside and outside. Wash the dishwasher door and remove all crumbs and grime from the rubber edging of both appliances.
- ❖ **WASHER AND DRYER:** Must be cleaned inside and out. Dryer lint trap must be emptied and Washer detergent trays must be cleaned of residue.

BATHROOMS:

- ❖ **BATHTUBS AND SHOWERS:** Must be cleaned with no white residue, mildew or soap scum left behind. Also, make sure all hair is removed from the shower and tub drain.
- ❖ **TOILETS:** Clean the inside, base, seat, lid, and tank.
- ❖ **SINKS:** Must be cleaned, leaving no hair or residue. Make sure faucets shine with no streaks or water spots left on them.
- ❖ **VANITY:** Must be emptied of all personal property and cleaned inside and out.

FLOORS:

- ❖ **LAMINATE FLOORING:** Must be properly mopped and streak and dirt free
- ❖ **CARPETING:** Must be thoroughly vacuumed and free of any spills, rips, tears, burns, or stains.

FURNITURE:

- ❖ All furniture must be thoroughly dusted and cleaned inside and out. All personal belongings must be removed from cabinets/drawers/dressers/nightstands. We suggest furniture polish to clean wood furniture...DO NOT USE WATER AS IT WILL STAIN. Be sure to also clean/vacuum under cushions. Resident will be responsible for the cost of repair or replacement of any furnishings (scuffs, rips, burns, tears, gouges, and water damage).

CLEANING INFORMATION (CONT.):

OTHER:

- ❖ COUNTERTOPS AND BACKSPLASH: Clean off all stains and residue.
- ❖ BASEBOARDS: Must be clean and dust free. Don't forget to clean the baseboards behind furniture, as well.
- ❖ CLOSETS: Must be cleaned, vacuumed, and all personal belongings must be removed.
- ❖ WINDOWS/SCREENS: Clean inside with no streaks, as well as, windowsills and window tracks. Screens must be present, installed in windows, and free of damage.
- ❖ WALLS: Must be cleaned to remove any grease, grime, and fingerprints. Walls must be free of holes or damage. Damage to the walls caused by adhesive residue, excessive nail holes or paint damage will be considered a chargeable occurrence and will be billed to the Resident.
- ❖ LIGHTS: All light bulbs MUST be working at the time of move-out. Be sure to replace any burnt out bulbs with like size and style. Tenant will be charged for the replacement of any burnt out or incorrectly sized light bulbs or any damage to the lamps or lamp shades and light covers. (Contact the rental office if you have questions regarding the size and style of light bulbs).
- ❖ SMOKE DETECTORS: Must be present and in working condition.
- ❖ BLINDS: Must be free of dust and free of damage.
- ❖ VENTS: Kitchen and bathrooms—must be cleaned and free of dust and build-up.
- ❖ FIRE EXTINGUISHER: Must be fully charged.

Excessive cleaning, painting or repairs which are the result of nicks, scratches, carpet stains or tears, furniture damage or wall damage caused by misuse, adhesives, residue, excessive nail holes or wall hangings will result in charges to the Tenant on the move-out statement.



Electricity:

You are responsible for your electric service through August 1, 2017. While you can call West Penn Power at any time to notify them that you are moving out, do not take the power out of your name until that time. To request a final electric bill, please call West Penn Power and notify them that you are moving out on August 1th. Again, **DO NOT** terminate electric service before that time or you will be assessed penalties and fines for cancelling service early.

**West Penn Power
1-800-255-3443**

Cable/Internet Equipment:

The Heights has paid for your basic cable service, through Comcast. You **do not** need to call the cable company to disconnect services unless you have added extra channels or upgraded to HD as part of your package. *** **Please DO NOT remove or return any of the cable equipment which was provided by The Heights at the time of your move-in.** The cable equipment which was provided by The Heights is supposed to remain in your home at all times. You will be charged \$100.00 per box and \$25.00 per remote for any cable boxes or remotes which are not in your home at the time of move-out. If you have obtained any additional equipment from Comcast to provide additional channels or HD you will need to return those items on your own.

Please make sure you call any internet providers you have gotten on your own to disconnect your service(s). Inform them of the date you wish to terminate service and give them a forwarding address to which they can send your final bill.

Change of Address:

Although you will be providing us with a forwarding address we strongly recommend you complete a change of address form with the United States Postal Service. These forms are available in the clubhouse, at the local post office, or in the downtown rental office. You may also complete this process online at <https://www.usps.com/>. The rental office is not responsible for any mail delivered after the lease expiration date and the mail will not be forwarded.

In addition to any cleaning charges that may be assessed, the following items could also be charged to your account/billed to you if they are not paid before lease termination: Late fees, tenant charges, outstanding invoices, unpaid rent, NSF check fees, keys that were not turned in, any legal fees that you may have incurred and any damages to furniture or the home itself.

Please know that we welcome any questions that you have about the move-out process. Please let us know if we can help you better understand any of the information in this packet. If you misplace this packet, it is also available in the rental office.

We thank you for your anticipated cooperation, and trust that your stay with us has been an enjoyable one. It has been a pleasure having you as a resident at The Heights at State College, and we offer our best wishes to all of you in the future!

*The Heights at State College
Management and Staff*