

## Move Out Procedures and Inspection Guidelines

At the time the Notice to Vacate is submitted, Robins Family Housing will schedule both the Pre-Move-Out and Final Move-Out Inspections.

**Pre Move-Out Inspection:** The pre move-out inspection is done within 5 days of you turning in your notice. This inspection will assist you in preparing for your Final Inspection and includes an inspection/procedure review designed to answer your questions. The Robins Family Housing representative will provide information about what you can do to prepare your house and minimize any charges at your Final Inspection. As much as possible the Robins Family Housing representative will also point out conditions that can't be corrected which will result in charges. Please remember it is impossible to do a complete, thorough inspection while in your home is occupied. Pictures on the wall, furniture, boxes, etc. can severely hinder our ability to see damages.

**Cleaning Options:** There are 2 choices when determining the method of cleaning the residence.

1. Self-Clean: Requires the resident to clean the home in accordance with the standards outlined in these guidelines. Resident is not released of liability until the house passes final inspection.
2. Vendor-Clean: Option allows the use of contract cleaners to clean the residence. Always remember that as the resident, you are ultimately responsible for the condition of the house. Cleaning of any kind is not considered normal wear and tear.

### **Final Inspection:**

1. Robins Family Housing personnel will conduct the final inspection in accordance with the Robins Family Housing Cleaning Standards and Guidelines and in the presence of resident(s) unless extenuating circumstances prevent the resident from attending. The inspection will consist of room by room "walk thru" to determine what needs to be done to prepare the home for the next resident. The inspector will make notes pertaining to cleaning and maintenance items that need to be done. Some of these may apply to you and some may not, as we note any items that require attention.
2. Upon completion of the final inspection, Robins Family Housing personnel will review the results with the Residents and answer any questions. At that time all keys, cards, and remotes must be turned in.
3. Any deficiencies noted during the final inspection that can be corrected prior to the completion of the inspection will not be charged to the Resident. **The inspection will not be extended or completion delayed.**

**Alterations:** Any alterations (additions or changes) to the premises made by the resident must be removed and corrected prior to final inspection. Examples include decorative wall plates, paint, wall paper, etc. When correcting these items, your house must be restored to the original condition.

### **The following must be complete at the Final Inspection:**

1. All personal property must be removed from the unit prior to the final inspection. Any items remaining or at the residence will be removed and stored at the residents expense, and after 30 days it will be disposed of.
2. Unit must be cleaned.

3. All trash and recycle items removed and trash can clean
4. General cleaning of any kind is NOT considered to be as condition of normal wear and tear. Home must be returned in the same general condition as received, excluding normal wear and tear, to avoid charges.
5. A forwarding address must be obtained prior to the resident's final departure so that all necessary documents or refunds can be properly forwarded.
6. Once the unit has been inspected and charges ascertained (if any), final move-out processing will take place in accordance with management procedures. Monies owed must be brought current prior to departure, or a 5% per month late fee will be assessed on any on amounts owed and you could be subject to collection procedures.

### **Helpful Tips**

1. Read the Move-Out Procedures and Inspections Guidelines completely. If you have questions, contact us.
2. Before the movers arrive create a Final Inspection Tool Kit. Include things like a hammer, screwdriver, cleaning supplies, mop and broom, etc. If possible, arrange with your neighbor(s) for access to a stepladder.
3. Never use steel wool, coarse sandpaper, acid or any product that will damage a finish.
4. Painted surfaces – be extremely careful cleaning painted surfaces because the paint and underlying textures are water based.
5. Remove all nails and screws. If you need to use a hammer to remove a nail, place something flat and solid between the hammer and wall to avoid damage. Holes 3/8" or smaller will be considered normal, up to five holes per wall. Unless you really know what you're doing, we ask that you no remove anchors or fill holes. Patching a hole incorrectly will require us to remove your work and do it over. This will result in extra charges for the extra work and area affected.
6. Light globes and range burners- you might want to clean them in the dishwasher.
7. Ovens – Normally, you can use the self cleaning feature and just wipe it out afterwards.
  - a. Don't use regular oven cleaner on self cleaning ovens. There are some oven cleaners that claim to be safe for self clean units, so if you feel you have to use a cleaner, ensure it's the right one.
  - b. Don't leave the racks in the oven during self cleaning. The extreme heat will cause the racks to turn colors and that means they have to be replaced. Clean these by hand (or maybe dishwasher.)
  - c. Also, make sure there aren't any pans, broiler pans, etc. with grease or food on them in the broiler before using the self clean feature.
8. Some product recommendations
  - a. Krud Kutter 0 works on paint splatters, adhesive residue, etc.
  - b. Mr. Clean Magic Erasers – walls and vinyl floors, good for removing marks, crayon, pen, pencil, handprints, etc.
  - c. Spot X – mineral build up on chrome, brass, glass
  - d. Goo Gone – sticker removal
9. Trash and Recycle carts – need to be empty, rinsed out and placed in the garage.
10. Bulk Pick up Item – plan ahead. Call 478-929-9941 and schedule for these items to be picked up. Please schedule this for Tuesday or Thursday prior to your final inspection, a possible fee from Trans waste to the resident

11. Don't forget to remove all satellite dishes, and sheds, etc that you've installed. If these items are not removed by move out you will be charged.
12. Remove all items you installed (water filters, child proofing devices, hooks, etc)
13. All lights must work.

**General:**

1. All floors must be cleaned, including areas under appliances and fixtures.
  - a. Vinyl- swept and mopped. Marks removed (magic eraser)
  - b. Carpets – must be professionally cleaned and proof of receipt. We probably get a lower price than you can negotiate, and if the cleaning isn't sufficient we'll have to do it anyway.
2. Ceiling, walls and baseboards must be cleaned of all marks, smudges, cob-webs, grease spots, fingerprints, food, dirt, etc. Hangers and nails in woodwork or wall surfaces must be removed.
3. Light fixtures must be wiped clean including globes and shades. Remove bugs from globes. Replace burned out lights with appropriate size bulbs. All broken globes must be replaced.
4. Ledges over doors, windows, closets, cabinets, and door tops must be wiped clean.
5. Sinks, vanities and countertops will be cleaned and all marks removed. Cabinets must be thoroughly cleaned. Food particles, grease spots, and watermarks must be removed and surfaces rinsed. Be sure shelf surfaces and drawers are wiped out. This is on the most common items requiring attention.
6. Accessible windows must be cleaned (inside only.) Clean windowsills, screens, and window tracks, and remove all pet stickers (if applicable.)
7. Blinds must be clean and properly hung
8. Remove dirt, dust and lint from air vents and dryer duct vent.
9. Clean doors, interior and exterior, including frames and thresholds. They should be free of dirt and stains on both sides.
10. Remove stickers, wallpaper borders or contact paper on your cabinets, drawers and walls. Remove all adhesive film residues.
11. Fans – clean fan blades, top and bottom and the fan body and fixture.
12. Build-up of dirt, wax, stains or calcium deposits is not considered normal wear and tear and must be removed by resident. This also includes marks, dirt and heavy smudges on walls.
13. Closets including poles, shelves, and walls must be wiped cleaned with a damp cloth and free of dirt and trash.
14. Air vents – clean grills (and surrounding area as necessary)
15. It is your responsibility to have a copy of the Move-In condition form with you at the time of the final inspection. Damages items not listed on the Move-In condition form or failure to present the form will invalidate any disputes.
16. All keys and garage door openers must be turned into Robins Family Housing at the final inspection.

**Bathrooms**

1. Bathtubs/showers, sinks, toilets, fixtures and bathroom tile must be clean of soap, soap scum, calcium deposits, dirt, and marks. Drain stoppers must be removed and cleaned. All mirrors and medicine cabinet surfaces (ledge shelves, shelf holders, mirrors, etc.) must be cleaned and free of obvious wipe marks.

**Kitchen**

1. Appliances: thoroughly cleaned inside and out, to include all parts, trays, and gaskets. Pull the range and refrigerator out and clean around and behind.
  - a. Refrigerator – Pull refrigerator away from wall and clean around and under. Clean the door seals and under bins. If there is removable glass shelf above the bins, remove it and check the tracks for deposits. Clean the top and sides. Refrigerator will be left running.
2. Dishwasher – clean inside, along the door edges and seal, and at the hinges.
3. Vent-Hood – Clean grease/residue on the inner and outer surfaces. Clean/change the filter and the light cover.

**Garage**

1. Garage, carports, storerooms, and furnace rooms/ area must be swept, dusted and floors cleaned. This includes the top of heater and furnace.
2. All surfaces must be clean of grease, oil and dirt.

**Outside Areas**

1. Exterior windowsills must be brushed and cleaned. Crawl spaces, parking spaces, and carports/garages will be clean and grease free.
2. Yard areas around your unit must be free of litter, pet feces, etc. and any holes filled in. If yard is fenced in yard must be in good landscape condition and removal of the fence may be necessary. Any pet damage is your responsibility. Vegetation can't be higher than 4 inches.
3. Dirt, cobwebs, markings, bird nests and nails will be removed from building structures.
4. All antennas/satellite dishes must be removed. This includes the cables, posts, poles, base, bricks, etc.
5. Remove all personal items such as sheds, dog houses, swings, BBQ's, etc.
6. Please remember to have all trash removed and trash can cleaned and back in place before move.

Charges are assessed on maintenance and /or cleaning required for any item(s) not considered normal wear and tear.

Robins Family Housing reserves the right to revise these standards at any time.

Signature \_\_\_\_\_ Date \_\_\_\_\_