



Move-out and Cleaning Check Instructions!

IF YOU ARE RECEIVING THIS PACKET, YOU ARE REQUIRED TO MOVE OUT ON AUGUST 9TH AT NOON. THIS PACKET HAS ALL THE MOVE OUT INFORMATION.

* IF YOU HAVE RECEIVED THIS PACKET AND ARE INTERESTED IN RENEWING, PLEASE CONTACT THE OFFICE ASAP AS RENEWAL AVAILABILITY IS LIMITED! *

Step 1: Pay off ALL outstanding balances and **submit a forwarding address** on your resident portal for your security deposit check. *(If you do not list a forwarding address, it will be sent to your permanent address listed on your account)

Step 2: Move all personal belongings out of your apartment.

Step 3: Clean your entire apartment.

Step 4: Set up **mail forwarding with USPS** to avoid lost mail.

Step 5: Return ALL keys TO THE OFFICE and LEAVE YOUR BEDROOM DOOR UNLOCKED.

STEP 1

Log in to your resident portal <https://collegeplaceprovo.residentportal.com/auth> on August 1st.

After logging in, you will see a move-out checklist available. It will request your forwarding address here. **If you do not submit your forwarding address, your refund will be automatically sent to the permanent address listed on the account.**

Make sure to complete all these steps and verify your balance owing is \$0.

STEP 2

If you are moving out:

You must be completely moved out by Friday, August 9th **by Noon**. **Put your keys/parking pass (if applicable) in your move-out envelope, label it with your name and apartment number**, and bring to the office or leave in the office drop box by this time. **If you leave your keys in the drop box, you will need to send the office an email to collegeplaceprovo@redstoneresidential.com by Noon**. If you do not physically return the keys to the office or send written communication regarding your keys being left in the drop box, we will have to consider that you are still in possession of the apartment and not moved out resulting in the fees outlined below.

***Failure to move out by the 9th at noon will result in your deposit not being returned per the lease agreement. For every day after the 9th that the keys are not returned, it will result in a \$200 lease violation fee per day until the keys have been returned. ***

Final apartment inspections will start at 12pm.

- You do not have to be present for this inspection.
- **ALL** items must be out of the unit.

Failed cleaning checks will result in a \$50 fee with no option for recheck.

While packing your belongings, we recommend that cleaning supplies be the last items you pack up so that you can clean the apartment thoroughly once all items are removed.

Be sure to check the following areas as people often miss items that were stored here:

**On Top of Closets
Under Beds
Dresser Drawers**

**Cupboards/Pantry
Washer/Dryer
Vanity Mirror**

**Vanity Storage
Dishwashers
Showers**

Windowsills

Fridge Drawers

Under Sinks

Please understand that any belongings left behind will result in fees for removal and storage/disposal.

If any items are left behind, it will result in a \$75 fee. Belongings will be labeled and stored. Any items that remain unclaimed 30 days after move-outs will be donated or thrown away.

If you are transferring apartments:

- Management will contact you closer to your lease end date with further instructions regarding your transfer.
- Please keep your apartment clean and follow the steps below before your transfer.

STEP 3

Cleaning your apartment well is one of the best ways to get your security deposit back and avoid extra charges. Any cleaning expenses for bedrooms will be charged to the resident that occupied the bedspace (INCLUDING trash, animal odors, stains, holes in walls, etc.) **Additional expenses for shared spaces, such as the bathrooms, kitchens, and living rooms will be divided evenly between all residents in the apartment.**

Keep in mind that **all roommates are responsible for all shared spaces.** You and your roommates are collectively responsible for these areas, **despite being in-town or not.**

STEP 4

To prevent losing important mail that may be coming by the United State Postal Service, you will want to make sure that you **set up mail forwarding**. To do this, visit www.usps.com/manage/forward.htm and follow the instructions listed. When that is completed, any mail that is sent to your address here with us will be redirected to the forwarding address you provided.

Please keep in mind that our office does not offer a forwarding service for mail and packages. After you move out, new residents will have access to your old mailbox. We are not responsible for any lost or damaged mail, but if it is turned into our office, it will be marked "Return to Sender" and sent back to the post office. In short, **PLEASE SET UP MAIL FORWARDING.**

STEP 5

Another common reason that residents lose part of their security deposit is by not returning all their keys and applicable permit stickers. To not be charged key replacement fees, you must return the following:

1. Bedroom Key (\$25 replacement fee)
2. Key Fob (\$75 replacement fee)

Before putting your keys in the envelope, make sure it is labeled with your name and apartment number. **If your key packet is not labeled, we will consider it as lost keys as there is no way for us to determine which keys belong where without it being labeled at the time of return.**

All keys must be returned to the office **(NOT LEFT IN YOUR APARTMENT) BY 12:00PM ON FRIDAY AUGUST 9TH** or you will be charged **\$200 in late fees per day**. This enormous fee is due to your lease OFFICIALLY ending on August 9th at noon (on page 1 of the lease). **If you are here after that time, you will be residing here illegally.**

AFTER YOU LEAVE

After you've fully moved out of your apartment and returned your keys, the following inspections will occur:

1. Final "White Glove" cleaning check
2. Damage Assessment (Any damages that are not considered "normal wear and tear" will be penalized as specified in the lease agreement) ***see addendum attached
3. Proper Move-out Check (making sure that all keys are returned, final balances are paid, etc.)

If any failures are brought up from these inspections, the penalty fees will be posted to your resident portal shortly after inspections are completed. You will be informed through email, text, or call of any fees posted which will mediate be deducted from your security deposit. If the fees incur charges greater than the deposit held, you will be responsible for paying all overages that remain.

IMPORTANT: Any unpaid outstanding fees that remain on your account for over 30 days will be subject to being sent to collections. This may heavily affect your credit score and ability to rent, so PLEASE be aware of the consequences for failure to pay all owing balances.

IF YOU RECEIVED A MOVE-OUT ENVELOPE BUT DO NOT PLAN ON MOVING OUT PLEASE CONTACT THE OFFICE ASAP!

If you have any questions, do not hesitate to contact us at the office. Please note that this is the busiest time of the year for our complex. If we miss your call, please email us at collegeplaceprovo@redstoneresidential.com and we will get back to you within a 1-2 day period.

Thank you for living here at CollegePlace Provo!

DESCRIPTION	AVERAGE ESTIMATED COST TO REPAIR/REPLACE/CLEAN
Cleaning Common Area	\$150 & up
Cleaning Bedroom	\$150
Carpet Cleaning Common Area	\$150
Carpet Cleaning Bedroom	\$150
Carpet Stain Removal	\$150 per stain/\$90 per red stains
Full Paint Common Area	\$500 & up
Full Paint Bedroom	\$400 & up
Touch Up Paint Common Area	\$150 min charge
Touch Up Paint Bedroom	\$150 min charge
Oven Drip Pans	\$30 each
Smoke Detectors	\$65
Fire Extinguishers	\$250
Broken Windows	\$550 & up
Holes in Wall	\$150 & up
Sheetrock damage	\$150 & up
Trash out (removal of trash left in the apartment)	\$250 per bag
Replace Doors	\$350 per interior/\$550 per exterior
Replace Floor Tiles	\$150 & up
Carpet Replacement	\$650 & up per room
Key Replacement for Non-returned Keys	\$75
Gate Remote	\$75
Mailbox Key	\$50
Mini-blinds replacement	\$30 & up each
Window screens	\$35 each
Replace Microwave	\$275 per countertop/\$350 per over the range
Replace Refrigerator	\$950 & up

Replace Washing Machine	\$650 & up
Replace Dryer	\$650 & up
Ceiling Fan	\$150
Fan Blades	\$45 each
Globes	\$65
Towel Bar	\$50 each
Shower Curtain Rod	\$80
Shower head	\$80
Mirrors	\$150 each
Light Fixtures	\$110 each
Flea Treatment	\$150
Replace Cabinet Doors	\$250 each

Disclaimer: These are estimated costs for items found in, around, or outside your apartment. These costs can change at any time, are driven by the market, and in no way reflect an inventory in your apartment. These costs are to be used as an example only.

The above is taken directly from your lease.