



THE HEIGHTS

at state college

MOVE - OUT PACKET

Dear Resident(s):

As a reminder your lease is due to expire July 25th. To help you prepare for your departure we've put together this informative packet. It is very important that you follow all steps outlined to minimize the possibility of being charged. Please remember you must remove all personal items, thoroughly clean your room and all common areas of the unit and return all keys no later than Noon July 25th. Absolutely no extensions can be granted nor are you permitted to leave items behind after lease expiration. We advise you to please carefully review this packet and ensure all items are complete prior to check-out. If you will be moving out early we suggest following these steps before departing, but keep in mind you are still financially liable for all rent and for ensuring the unit remains in a good state of care and cleanliness up until lease termination. Should you have any questions, please don't hesitate to contact the rental office for assistance.

Please remember these important tips to minimize the possibility of charges to your account.

- **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 are the last person out and roommates have left items behind ensure they are removed as well. *If you do not wish to take items with you, please contact the office in advance to ask about possible donation options. You can be billed for clean-up as well as storage and disposal for any items that remain in the apartment after lease end.**
- **The bedrooms and all common area flooring should be thoroughly cleaned. Carpeting should be vacuumed and free of dirt, debris, and stains. *If stains or pet odors are present in your carpeting we highly advise enlisting the assistance of a professional carpet cleaner. Any stains or smells that cannot be removed with a standard cleaning, can result in carpet replacement at your cost. 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 free of rips, tears or stains or other visible damage. You will be charged for bedding replacement if any damages or stains are noted.**
- **All furnishings must be thoroughly dusted, 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 your cost.**
- **If leaving before other roommates, be sure to lock your bedroom upon exit so that no one can enter after you leave. Remember, you are responsible**

for the cleaning and upkeep of all 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 your CATA bus pass 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. Even if other roommates are renewing in your apartment, you are still required to thoroughly clean and remove all belongings. Any excessive cleaning or painting or costs associated with stain or odor 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. 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

Brooke Leonard
Leasing Manager
bleonard@heightsatstatecollege.com

General Information About Move-Out:

The Lease Contract ends at 12:00 Noon on July 25, 2019. 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 July 25, 2019. - Please do not disconnect power service prior to July 25, 2019. If you do, you will be assessed penalties for an early disconnect.**

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 THE REFRIGERATOR OR IT COULD MOLD OVER.** Tenants will be charged for replacement of the refrigerator if the appliance is damaged due to an interruption in the power or being turned off.
- ❖ **OVEN:** Thoroughly 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 both inside and out. Wipe down the dishwasher and microwave doors 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 dirt free.
- ❖ CARPETING: Must be thoroughly vacuumed and free of any spills, rips, tears, burns, or stains. If your carpet exhibits stains, we suggest contracting a professional carpet cleaner. You will be charged for replacement of any carpeting that does not come clean. *** If hiring a carpet cleaner all work in your apartment must be complete BEFORE lease expiration so that your keys can still be turned in on-time. We cannot accommodate contractors who want access to the home after the lease has ended.

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, stains, 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, 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 your account.
- ❖ 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 to include 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 July 25, 2019. While you can call West Penn Power at any time to notify them that you are moving out, please ensure your electricity is not disconnected prior to July 25, 2019. To request a final electric bill, please call West Penn Power and notify them that you are moving out on July 25th. 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.

Change of Address:

Upon your move-out, we strongly recommend you complete a change of address form with the United States Postal Service. These forms are available at any local post office. You may also complete this process online at <https://www.usps.com/>. The rental office cannot place a forwarding order for you and any mail received after you move out cannot be delivered to you unless you've filed a forwarding order with the postal service. We will not assume responsibility for any mail which is misdirected or returned to sender.

Final Balances:

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, returned 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. It is highly advisable that you check your rental account prior to returning keys to ensure that you are paid up-to-date.

We realize there is a lot of information here so please feel free to contact us with any questions or concerns you may have about the move-out process. If you lose or misplace this packet, please be sure to let us know. Replacement copies are available in the rental office for your convenience.

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*