

We know you would sincerely like to leave your apartment in the best possible condition in order to receive your full security deposit refund. Often times a deduction is merely due to a communication problem between the Landlord and Tenant regarding what in fact is expected of the Tenant when moving out. This booklet is to serve as a guideline for our move-out procedure. There is also a webinar available on our website, www.arpm.com It's listed under the Info Tab, Informational Videos.

Since not all of our apartments, townhouses, and houses are exactly the same, you'll have to use your best judgment pertaining to items in your unit that we have not mentioned. In the same regard, we may mention items that are not applicable to your unit.

When in doubt, please do not hesitate to call the office at 814-231-3333 Monday through Friday 8:30-5:00, but keep in mind these basic rules:

- 1. Make sure your account balance is zero.*
- 2. Return all keys, including the mailbox key, bedrooms, key fobs and key cards to the office by the lease ending date. (Make sure you receive a receipt for the keys).*
- 3. We must have your forwarding address in writing. One check will be made payable to all residents on a joint lease. This is done for a few reasons:
 - a. All residents can work out problems internally.*
 - b. The lease is written jointly and severally.**
- 4. If something needs to be repaired, have it repaired IMMEDIATELY. Our maintenance number is 814-237-5811. If maintenance is needed anywhere in the apartment, report it to the maintenance office now so that it can be repaired before our inspectors arrive.*
- 5. If something is dirty, clean it.*

Cleaning Check List

The following is a convenient check list for supplies needed to clean your apartment properly:

- oven cleaner*
- sponges*
- General Purpose Scotch-Brite pads*
- abrasive cleanser*
- window/glass cleaner*
- paper towels*
- furniture polish*
- dusting cloth*
- broom*
- dust pan*
- mop*
- floor cleaner*
- all purpose cleaner*
- toilet brush*
- garbage bags*
- soap scum cleaner*
- mold & mildew cleaner*
- vacuum*

LET'S START WITH THE KITCHEN!

- 1. *Spray the oven, stovetop (some may lift for easy cleaning under the burners) drip pans, broiler pan, racks, etc. with oven spray and let stand a few hours. (Depending on the degree of cleanliness, you may want to leave the cleaner on longer). Wipe off the spray entirely; don't forget the oven racks. (Too often tenants spend a lot of time using the proper oven cleaner but do not wipe it off enough. White streaks are left behind. Be sure to check the oven and inside the door after it dries to make sure there are no streaks). If burn marks still remain, spray them again and repeat entire process. Be sure to check under the drip pans and inside, as well as inside and outside the oven drawer.***
- 2. *The hood to the stovetop can get very greasy during the year. Clean by using a Scotch-Brite pad and cleanser. Sometimes the back and side walls between the hood and the stovetop need to be cleaned as well as the underside. Don't forget between the fridge and wall or cabinet and grout.***
- 3. *Wipe out crumbs from all cabinets, shelves, and drawers. Wipe inside and outside of cabinets. (Cabinets used daily or near the stovetop may need special attention in removing build-up).***
- 4. *Defrost freezer and wipe out any water/food particles using an all-purpose cleaner. Don't forget to clean in and around the seal! Clean refrigerator by wiping off wire racks, inside walls, crisper drawers (and under the drawer), and shelves with all purpose cleaner. Don't forget the butter drawer! Lastly, wipe down the outside of the appliance with glass cleaner (top, sides, and front). DO NOT TURN-OFF OR UNPLUG THE REFRIGERATOR! SIMPLY TURN IT TO THE LOWEST SETTING.***
- 5. *Clean microwave inside and out with glass cleaner. Make sure all food particles are removed--especially on the inside top and glass tray. (over the range microwaves get very dirty outside along the top venting ridge).***
- 6. *The final kitchen appliance left to clean is the dishwasher. Make sure the inside is completely free of food particles. The place where food particles tend to collect is inside along the rubber seal. Use Scotch-Brite pads and cleanser on that area. Lastly, wipe down the***

outside, paying close attention to the buttons. Running the dishwasher through a full cycle does not clean it.

- 7. Wipe off all kitchen countertops with all purpose cleanser. The countertop closest to the stovetop may need the special attention of a Scotch-Brite pad and cleanser. Do not leave streaks--wipe over the countertops with a paper towel and spray cleaner. Also clean the walls behind and beside the stove for food and grease spatters.*
- 8. Using a Scotch-Brite pad and abrasive cleaner, thoroughly clean sink, faucet and handles. After cleaning, wipe off all areas with a paper towel, since water drops tend to dry leaving a dirty appearance. (This could happen with glass appliances also). Don't leave streaks or hard water residue--simply wipe up with paper towels.*
- 9. It's finally time to clean the kitchen floor. First pull out the stove and refrigerator and sweep the entire floor. Using Scotch-Brite pads and cleanser, clean all corners and edges. This is the area where there tends to be more build-up. After this is completed, clean the entire floor using a mop and floor cleaner. If the floor dries with streaks, re-mop using only warm water. Note that if too much cleaner is used and dries, the floor will be sticky and you will be charged to have the floor cleaned. Don't forget to clean the baseboards.*
- 10. If kitchen has overhead light fixture, be sure to clean the globe with warm water. Also, clean receptacle covers and switch plates.*

THE BATHROOM

- 1. The biggest cleaning job in the bathroom is the tub/shower unit. Clean it first and get it out of the way! A year's worth of soap residue build-up is not very easy to remove. Fiberglass tubs should be cleaned with a non-abrasive cleanser. Begin by scrubbing in a circular motion until you can no longer feel any residue. Rinse with warm water. Clean fixtures with glass cleaner and wipe off with a paper towel. If your tub/shower unit has glass doors, the same process should be used on those doors--inside and out! Don't forget to clean out the track also. After the tub dries, inspect for any residue from the cleanser.*

2. *Cleaning the toilet is not a very fun job, but it doesn't take too long. Using a sponge and cleanser, wipe off lid, seat (behind and all around), and outside of bowl. Don't forget to clean at the foot of the bowl also. That is where most of the dust seems to collect. Wipe over entire unit again using only warm water. Pour some all-purpose cleaner inside the bowl and wipe clean with brush. Flush.*
3. *Wipe off inside shelves of medicine cabinet and vanity. Clean mirrors and light fixtures with glass cleaner. Wipe out sink using sponge and cleanser. Rinse with warm water and re-wipe with sponge only. Again, don't let water drops dry--wipe off with paper towels. Finally wipe down outside of vanity with sponge.*
4. *Clean the toilet paper holder and remove the roll. Wipe off the towel rack as well.*
5. *Lastly, it's time to clean the bathroom floor. First, sweep entire floor. Using a wet, soapy sponge, wipe along sides and corners. Pay close attention to areas around the toilet, behind door, and along vanity edges and corner. Mop entire floor using floor cleaner. If floor dries with streaks, re-mop using only warm water. Don't forget the baseboards and corners.*

BEDROOM/LIVING ROOM

1. *Clean all windows on the inside with regular glass cleaner. Also clean the balcony doors on both the inside and outside, as well as the sliding door tracks. Don't forget to clean window sill and window tracks. Balcony should be completely free of debris.*
2. *Closets should be completely free of debris. Wipe off shelves and bar with wet sponge and all-purpose cleaner. Do NOT leave hangers behind! The new tenants have their own hangers. Wipe down the outside of the closet door when you're done with the inside.*
3. *If furniture contains any glass parts, clean with glass cleaner. Dust all wood furniture with dusting cloth and furniture polish. Wipe out all drawers with damp cloth. If furniture is anything other than wood, an all-purpose cleaner may be used. Don't forget to move furniture away from the walls to check for any debris that may have fallen behind or underneath or under sofa/loveseat cushions.*
4. *Vacuum carpeting, under sofa cushions and under chair cushions. Make sure to wipe down all tables & chairs, dressers, and bed*

frames (inside & out).

5. *Thoroughly clean air conditioning/heating unit with a damp sponge and all-purpose cleaner. The grill/cover should be free of dust and debris. Re-attach cover.*
6. *If overhead light fixtures exist, be sure to clean the globe (inside & out) with warm water. Also, clean all receptacle covers and switch plates. *Most commonly missed**
7. *Wipe down baseboards and baseboard heating units.*

GENERAL

1. *All blinds must be cleaned prior to move out. They must be thoroughly cleaned on both sides with all purpose cleaner.*
2. *All personal items must be removed from the unit. Do not leave behind extra furniture, cleaning supplies, plants, canned goods, etc. The cleaning companies have been instructed to remove everything from the unit that should not be there, and you will automatically be charged for trash removal if anything is left behind.*
3. *All nails and picture hooks should be removed from the walls or ceiling. Dust cobwebs from corners. Clean ceiling light fixture covers or globes (inside & out).*
4. *All light fixtures and lamps must have working bulbs, (regular bulbs – not fluorescent) and fire extinguishers must be charged. The most common maintenance deductions from security deposits in history have been for bulb replacement. It is your responsibility to replace these if needed, and it would be much cheaper for you to do this yourself. If our maintenance staff needs to replace these items, you will be charged for their labor (1/2 hour minimum charge) in addition to the cost of the bulb.*
5. *Any stains on upholstered furniture may need to be professionally cleaned and those costs will be deducted from the security deposit. All furniture, especially leather furniture should be wiped down – especially under and between the seat cushions.*

6. *The last item to be cleaned is the carpet! First, vacuum all carpeting. Then, as per your lease, they must be professionally cleaned. We recommend the following carpet cleaners based on their past performance, reasonable prices, and their guarantee to re-clean if their job is not acceptable to our inspectors.*

<i>Carpet Care</i>	<i>814-325-7858</i>
<i>Workman's Carpet</i>	<i>570-263-0011</i>
<i>Citiclean</i>	<i>814-237-9661</i>
<i>Merry Maids</i>	<i>814-231-1892</i>
<i>Mastershine</i>	<i>814-404-4806</i>

7. *If you want to hire a company to do general cleaning of your apartment (such as kitchens, bathrooms, etc.), we recommend the following cleaners that guarantee their work:*

<i>Citiclean</i>	<i>814-237-9661</i>
<i>Kathy Woomeer</i>	<i>814-574-3331</i>
<i>Merry Maids</i>	<i>814-231-1892</i>
<i>Mastershine</i>	<i>814-404-4806</i>

As proof of any professional cleaning, all cleaning receipts must be turned in to our office before 8 am on the last day of your lease. (or e-mail a copy to dkf@arpm.com and we will send a receipt confirmation) If a paid receipt is not submitted, you will be charged to re-clean, if necessary. If you hire a different company to clean, it is important that they guarantee their work and you submit the receipt. If the inspectors find issue with the cleaning, we will have the cleaning company's information on the receipt you have provided and will contact them directly to correct the cleaning issues. If you hire a service that does not guarantee their work and the inspectors find issues with cleaning, you may be charged again.

If you have any items/furniture that are in decent shape and would like to consider donating them, please contact the numbers below and ask about their policies:

<i>Centre Peace</i>	<i>814-353-9081</i>
<i>Goodwill</i>	<i>814-237-8006</i>

*****NOTE: IF SCHEDULING DOES NOT ALLOW FOR THE CARPET TO BE THE LAST ITEM TO BE CLEANED (IN OTHER WORDS, IF YOU'RE GOING TO HAVE TO WALK ON THE CARPET AFTER IT'S CLEANED), THEN YOU'D BE BETTER OFF NOT TO CLEAN IT. WE WILL THEN HAVE IT CLEANED BETWEEN LEASES AND DEDUCT THE COST FROM YOUR SECURITY DEPOSIT. (Those costs are listed on the last page of this booklet).**

We would love to return a full security deposit to all of our tenants! The cleaner you leave your apartment, the smoother our turnover period! We invite you to be present during the inspection of your unit. We think it is only fair that you have a chance to see what you are going to be charged for, if anything. You must be prepared, however, to turn over all keys at that time, and entry back into the unit will not be permitted. Also, if we point out something that is not satisfactory, please do not ask us to wait while you clean it again. Our schedules at that time of the year do not permit it.

You may call our office (814-231-3333) before your lease end date to schedule an appointment. Beginning with the lease end date, you may still be present for your inspection, but we will be unable to schedule an exact time with you. Inspections on that day must be done in an organized fashion suiting the inspector's schedules.

Upon vacating and prior to inspection, all keys, including mail box, bedrooms, key cards, key fobs and cleaning receipts must be turned in to the rental office. Be sure you get a receipt from us for your keys. This receipt will provide us with your forwarding address and provide you with proof for returning all of your keys. Keep in mind you are on a joint lease. Your security deposit will be refunded jointly (one check made payable to all tenants on the lease) and will be mailed within 30 days of the lease termination date to one of the forwarding addresses provided to us on the key receipt. If your group would like to have the security deposit check made payable to one person, please have your group call the rental office (814) 231-3333 to give us your permission to do so.

Please remember to remove your name from the electric effective the lease end date, not the day you move out. DO NOT TURN OFF THE ELECTRIC. You will be responsible for all fees until your name is removed from the bill. Disconnect any cable/internet service and return any equipment to your service provider unless you live at Beaver Plaza. Also remember to change your address with the United States Postal Service as well as any shipping companies such as PayPal, Amazon, eBay, etc.

Please be reminded that according to your lease, there will be a \$200 per day charge levied against any tenant that occupies the premises beyond the ending date of the lease. All lease dates end promptly at 8am. If you have any questions regarding these procedures, please do not hesitate to call the office at 814-231-3333. We have enjoyed your residency in our community and we wish you well in your new home.

CLEANING PRICES

If your apartment is not cleaned properly, you can expect the following deductions from your security deposit. Please note that this is not an all-inclusive list. There may be other cleaning costs for items not on the list.

NOTE: all cleaning prices are subject to tax. Associated Realty will not be responsible for personal items left behind after the termination of the lease.

ARPM move out webinar:

<http://www.arpm.com/informational-videos>

Don't leave any keys in the apartment, including bedroom keys.

Please bring them to the office.

1. Carpet Steam Cleaning

Room of Carpeting_____	\$75.00
Efficiency & semi-one bedroom apt._____	\$85.00
One bedroom apt._____	\$130.00
Two-bedroom apt._____	\$155.00
Three-bedroom apt._____	\$175.00
Four-bedroom apt._____	\$195.00
Two Bedroom/Two Level apt./townhouse_____	\$175.00
Three Bedroom/Two Level apt./townhouse_____	\$195.00
Houses_____	(based on sq. ft.)

2. Room doors (each)_____ \$3.00
3. Ceiling/Wall Cleaning (per room)_____ \$14.00 each
4. Wood/tile floor and baseboards (per room)_____ \$14.00 each
5. Vacuum_____ \$14.00
6. Closets (per apt.)_____ \$14.00
7. Light fixtures (per room)_____ \$8.00
8. Receptacle covers/switch plates (per apt.)_____ \$3.00
9. Balcony_____ \$14.00
10. Range top & drip pans_____ \$28.00
11. Range filter & hood_____ \$16.00
12. Oven & racks_____ \$28.00
13. Refrigerator/freezer_____ \$16.00 each
14. Dishwasher/microwave _____ \$8.00 each
15. Kitchen cabinets & drawers_____ \$16.00
16. Sink/faucets/countertops_____ \$16.00
17. Windows, sills & tracks (per room)_____ \$3.00
18. Window blinds (per window)_____ \$14.00
19. Cleaning of sliding glass door and track_____ \$8.00
20. A/C grill cover & heater grill (each unit)_____ \$8.00
21. Tub/shower unit_____ \$28.00
22. Toilet_____ \$28.00
23. Towel racks & toilet paper holders_____ \$2.00
24. Bathroom sink/faucets_____ \$8.00
25. Bathroom exhaust fan_____ \$3.00
26. Vanity_____ \$8.00
27. Medicine cabinet/mirror_____ \$8.00
28. Furniture dusting (includes drawers) (per room)_____ \$6.00
29. Cleaning under sofa/chair cushions_____ \$6.00
30. Steam clean/laundry sofa/chair cushions (per cushion)_____ \$10.00
31. Trash removal (up to 2 bags)_____ \$30.00
32. Furniture removal /heavy trash(per hour)_____ \$30.00
33. Keys not returned (must be turned in by all tenants on the lease)_____ Minimum of \$100.00 per key