

# ARPM MOVE-OUT BOOKLET

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## Forward

This guide has been created to help you with your move-out cleaning process so that we can (hopefully) return your full security deposit. Please note that this guide is not a comprehensive list, and there may be different cleaning needs depending on your unit. **If something is dirty, clean it.**

To view this information in a video format, please [click here](#) or visit <https://www.arpm.com/informational-videos/#move-out-video>

The following are some basic rules to keep in mind:

1. Make sure your account balance is zero.
2. Remove **all** personal items from your home.
3. Label and return **all** keys and fobs to the office, including keys for mailboxes and bedrooms, by the lease ending date. Make sure you receive a receipt for the keys.
4. We must have your forwarding address in writing. **One** check will be made payable to all residents because the lease is written joint and severally. It is then up to you and your roommates to divide the payment among yourselves. If you would like to have the check made payable to only one resident on the lease instead, please contact the office and we will help you get the appropriate paperwork completed.
5. If something needs to be repaired, have it repaired **immediately**. Our maintenance number is **814-237-5811**. Their hours are Monday through Friday, from 8:00am to 4:30pm. If maintenance is needed anywhere in the unit, report it to the maintenance office now so that it can be repaired before our inspectors arrive.
6. Any cleaning or carpet cleaning receipts must be submitted to us by 8am on the lease ending date

If you should have any questions or doubts, please do not hesitate to call our office at **814-231-3333**, Monday through Friday from 8:30am to 5:00pm

## Cleaning Checklist

Below is a checklist with supplies frequently used to efficiently clean your apartment:

\_\_\_\_ Oven Cleaner

\_\_\_\_ Dustpan

\_\_\_\_ Sponges

\_\_\_\_ Mop

\_\_\_\_ Scotch-Brite Pads

\_\_\_\_ Floor Cleaner

\_\_\_\_ Abrasive Cleanser

\_\_\_\_ All-Purpose Cleaner

\_\_\_\_ Window/Glass Cleaner

\_\_\_\_ Toilet Brush

\_\_\_\_ Paper Towels

\_\_\_\_ Garbage Bags

\_\_\_\_ Furniture Polish

\_\_\_\_ Soap Scum Cleaner

\_\_\_\_ Dusting Cloth

\_\_\_\_ Mold and Mildew Cleaner

\_\_\_\_ Broom

\_\_\_\_ Vacuum

## Kitchen

1. Spray the oven, stovetop, drip pans, broiler pan, racks, etc. with oven spray and let stand a few hours. Some stovetops may lift for easy cleaning under the burners. Depending on the degree of cleanliness, you may want to leave the cleaner on longer. Wipe off the spray entirely and ensure no white streaks are left behind. If burn marks remain, spray them again and repeat the entire process. Be sure to check under the drip pans, inside the oven, and the inside and outside of the oven drawer.
2. Use a Scotch-Brite pad and cleanser to scrub the inside and underside of the stove hood as well as the back and side walls between the stovetop and the hood. Clean any grout as well.
3. Use a cloth to wipe out crumbs from the inside and outside of all cabinets, shelves, and drawers, and knobs. Cabinets used daily or near the stovetop may need special attention to remove build-up.
4. Defrost the freezer and wipe out any water/food particles using an all-purpose cleaner. Do not forget to clean in and around the seals! Clean the refrigerator by wiping off wire racks, shelves, and inside walls with all-purpose cleaner. Wipe in, around, and underneath the crisper drawers and 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! TURN IT TO THE LOWEST SETTING.**
5. Clean the microwave inside and out with glass cleaner, paying close attention to the top of the inside of the microwave and the glass tray. If you have an over-the-range microwave, be sure to take extra care cleaning underneath and on top of the microwave as they are the spots where grease tends to build up.
6. Clean the dishwasher inside and out to completely remove any food particles. Pay close attention to the rubber seal on the door, as this is where particles tend to collect. Use a Scotch-Brite pad to clean the rubber seal if necessary. Wipe down the outside, paying close attention to the buttons and lever. Running the dishwasher through a full cycle does NOT clean it.

7. Wipe off all kitchen countertops and the backsplash/walls above the counters with all-purpose cleanser. Pay close attention to the countertops near the stovetop and use a Scotch-Brite pad if necessary. Remove any potential streaks by wiping over the countertops with a paper towel and spray cleaner.
8. Using a Scotch-Brite pad and abrasive cleaner, thoroughly clean the sink, faucet, and handles. Wipe off all areas with a paper towel to remove any potential streaks or residue.
9. If the kitchen has an overhead light fixture, be sure to remove any particles or bugs from the cover, then clean it with warm water. Also, clean receptacle covers and switch plates.
10. To clean the kitchen floor, start behind the stove and refrigerator. Using a dustpan and brush, sweep the floor. Then use a Scotch-Brite pad and cleanser to clean the corners and edges of the floor. Lastly, use a mop and floor cleaner to remove any spills. Pay close attention to not use too much cleaner, as doing so can leave the floor sticky when it dries. Remove any streaks by re-mopping the area using only warm water. When the areas behind the stove and refrigerator are cleaned appropriately, move the appliances back to their original position and repeat the process with the rest of the kitchen floor.

## Bathroom

1. Begin by cleaning the tub/shower. Using a non-abrasive cleanser, begin scrubbing in a circular motion until you can no longer feel any residue. Rinse the area with warm water. Repeat this process for the whole unit. Then, using glass cleaner, clean the fixtures, the inside, outside and tracks of the shower door(s), and/or the shower rod. Wipe off any excess cleaner with a paper towel. Inspect the tub/shower for any lingering cleanser residue and remove it promptly. If you used your own shower curtain and/or rings, please remove them from the unit.
2. Clean the toilet using a sponge and cleanser, wiping the top and sides of the tank, the handle, the tops and bottoms of the seat and lid, the surrounding area of the bowl, and the base underneath. Pay close attention to the seat hinges, and the edge where the base meets the floor as these tend to collect the most residue. Then clean inside the bowl with cleanser and a toilet brush. Flush immediately, as some cleaners can stain the bowl.
3. Wipe off the shelves inside of medicine cabinets and vanities. Clean mirrors and light fixtures with glass cleaner. Wipe out sinks using a sponge and cleanser. Rinse the sink with warm water and re-wipe with the sponge only. Use paper towels to dry. Wipe down the outside of the vanity with a sponge.
4. Remove the roll and clean the toilet paper holder. Wipe off the towel rack as well.
5. If the bathroom has an overhead light fixture, be sure to remove any particles or bugs from the cover, then clean it with warm water. Also, clean receptacle covers and switch plates.
6. Sweep the entire bathroom floor using a dustpan and broom. Use a wet, soapy sponge to wipe along baseboards, sides, and corners. Pay close attention to areas around the toilet, behind doors, and along vanity edges. Mop the entire floor using floor cleaner. If the floor dries with streaks, re-mop using only warm water.

## Bedroom/Living Room

1. Clean the inside of the windows and the inside and outside of balcony/patio doors using regular glass cleaner. Clean windowsills, and window and door tracks. Sweep the balcony/patio free of debris.
2. Closets should be completely free of debris. Wipe off shelves and bars with a wet sponge and all-purpose cleaner. Sweep or vacuum the floor of the closet. Wipe down the inside and outside of the closet door when you are done.
3. If any furniture contains glass parts, clean the glass with glass cleaner. Dust all wood furniture with a dusting cloth and furniture polish. Wipe out all drawers with a damp cloth. If furniture is anything other than wood, an all-purpose cleaner may be used. Do not forget to check between and under the seat cushions. Move furniture away from the walls to check for any debris that may have fallen behind or underneath.
4. Before cleaning air conditioning and heating units, make sure they are turned off. Thoroughly clean the air conditioning/heating unit with a damp sponge and all-purpose cleaner. The grill/cover should be free of dust and debris. Re-attach the cover when it is dry. Wipe down baseboards and baseboard heating units.
5. For any overhead light fixtures, be sure to remove any particles or bugs from the cover then clean it with warm water. Also, clean receptacle covers and switch plates.
6. Make sure to wipe down all tables, chairs, dressers, and bed frames (inside & out). Vacuum carpeting and under removable cushions.



## General

1. Clean the tops and bottoms of all blinds using an 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 (see [price list](#) at the end of this booklet for applicable charges).
3. All nails, picture hooks, and Command Strips/Hooks should be removed from the walls and ceilings. Dust any cobwebs from the corners.
4. All light fixtures and lamps must have working bulbs, (regular bulbs – not fluorescent). If bulbs do not work upon inspection, you will not only be charged for a new bulb, but also the applicable fee for maintenance to install the. Fire extinguishers must be charged.
5. Any stains on upholstered furniture may need to be professionally cleaned. If you do not have them removed before inspection, those costs will be deducted from your security deposit. All furniture, especially leather furniture, should be wiped down – especially under and between the seat cushions.

## Carpets

The last item to be cleaned is the carpet! First, vacuum all carpeting. Then, as per your lease, they must be professionally cleaned. If you think you may need to use your unit again after cleaning the carpet, it is best to not have it cleaned. Let us deduct the cost from your security deposit (see [price list](#) at the end of this booklet). This way you are not charged twice!

We recommend the following carpet cleaners based on their past performance, reasonable prices, and guarantee to re-clean if their job is not acceptable to our inspectors.

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

## Professional Cleaning Services

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:

Citiclean	814-237-9661
Kathy Woomer	814-574-3331
Merry Maids	814-231-1892
Mastershine	814-404-4806

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 either in person or through an e-mail to [hsh@arpm.com](mailto:hsh@arpm.com). We will send a confirmation when we receive your receipt. If a paid receipt is not submitted, you will be charged if we need to re-clean. If you hire a company to clean that is not listed, 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.

## Final Reminders

We would **love** to return a full security deposit to all our tenants! The cleaner you leave your apartment, the more likely we can return your security deposit in full! 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 for what you will be charged (if anything). 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 must also be prepared to turn over all keys at that time, and entry back into the unit will not be permitted. Associated Realty will not be responsible for personal items left behind after the termination of the lease.

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 mailbox, 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 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 contact the rental office and we would be happy to help you file the applicable paperwork to do so.

Please remember to remove your name from the electric, gas and oil 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 cable and/or internet is included in your rent. Also remember to change your address with the United States Postal Service as well as any online accounts such as PayPal, Amazon, eBay, etc.

Please remember 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, chat with us online at [arpm.com](http://arpm.com), or email us at [rentals@arpm.com](mailto:rentals@arpm.com). We have enjoyed your residency in our community, and we wish you well in your new home!**

## List of 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.**

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 \$3.00/door
3. Ceiling/Wall Cleaning \$14.00/room
4. Wood/tile floor and baseboards \$14.00/room
5. Vacuum \$14.00
6. Closets \$14.00/apartment
7. Light fixtures \$8.00/room
8. Receptacle covers/switch plates \$3.00/apartment
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	\$3.00/room
18.	Window blinds	\$14.00/window
19.	Cleaning of sliding glass door and track	\$8.00
20.	A/C grill cover & heater grill	\$8.00/unit
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)	\$6.00/room
29.	Cleaning under sofa/chair cushions	\$6.00
30.	Steam clean/laundry sofa/chair cushions	\$10.00/cushion
31.	Trash removal (up to 2 bags)	\$30.00
32.	Furniture removal/heavy trash	\$30.00/hour
33.	Keys not returned	\$100.00/key (minimum)