

HIGHLAND HILLS MOVE-OUT PROCEDURES

Date: _____

Resident(s) of Apartment _____

Your lease will expire on _____, at **12:00 noon**.

In order to make your move out easier please read through the following pages:

- *If you are transferring on the property, you will receive a letter with your transfer date when you will move directly from one apartment to the other. You will stay in your current apartment until your new apartment is ready on that date.*
- **We NEED both your forwarding address and email address** completed on the yellow Forwarding Address Form. Your *Certificate of Rent Paid* and *Security Deposit Refund* will be sent to you using this information.
- **ALL KEYS and PARKING PERMITS must be returned by your Lease Ending Date or you will not receive credit (this includes keys and permits mailed after your lease end date).** Use the attached envelope or something similar to return your keys in. They must be marked with your name and apartment number to receive credit for them. There will be a **\$10.00 charge** per key and a **\$50.00 charge** for parking permits that are not returned **by the lease end date**.
- It is up to you to have your forwarding address information **updated** with the US Postal Service (USPS). You can obtain the form at any Post Office location or go to www.usps.com. We do not hold or forward your mail; this is done entirely through the post office. Also, if applicable, notify Center Point Energy, XCEL Energy, Edventis and/or Charter to disconnect service.

Thank you for making Highland Hills your home for the past year. If you have any questions, please contact the office at (507) 388-9351.

Thank You,

Highland Hills Management

THE HIGHLAND HILLS APARTMENTS MOVE-OUT INSPECTIONS

After you move out of your apartment, our housekeeping and maintenance personnel will inspect the apartment for any damages and necessary cleaning. You, or the first person on your lease, were given an inspection report form to fill out when you moved in to your apartment. You were to indicate the condition of your apartment at that time. Upon receiving the completed inspection report from you, we kept it in your file. We will use this form when checking your apartment on move-out day. You will not be charged for any damages listed on the move-in inspection report. Your apartment is expected to be left in move-in condition.

Pre-Inspection Walk-Though: You may call for a ***pre-inspection*** if you have questions concerning the cleaning process. You also have the option of asking our cleaning staff to do a ***walk -through*** after you have **completed the cleaning** of your apartment. The inspector will tell you if any further cleaning is needed. Please call (507) 386-2159 when you are ready for your final inspection.

The following cleaning instructions are listed below to help ensure that you receive your damage deposit back once you move out of your apartment.

Basic Cleaning Supplies: Cotton cleaning rags * soft absorbent microfiber cloths for drying * degreaser and multi-purpose cleaner (Simple Green) * magic erasers * green scour pads * old toothbrush * toilet brush and bowl cleaner * oven cleaner * broom, dust pan and mop

KITCHEN

- **Stove: *If left uncleaned-\$50+***
 - DO NOT PULL OUT GAS STOVE. Pull out electric stove and sweep and mop floor underneath. Scrub down sides of stove and also the vertical wall surfaces where stove sits up against.
 - Wash/degrease exhaust fan
 - Wash all grease off walls surrounding your stove. This will need a degreaser and hot water.
 - Lift the top of the stove up and clean area under stovetop. Gas stove tops lift easily. Most electric models do not lift up.
 - Remove burner/oven knobs, cast iron burner grates (gas stoves) or drip pans (electric stoves) and soak in hot, soapy water, then scrub, wipe dry and put back. Or you may replace the drip pans with purchased ones instead of cleaning them.
 - Clean inside oven walls, door and oven racks with purchased oven cleaner and use according to directions. Do **not** use oven cleaner on self-cleaning ovens.
 - Wash outside of oven door and all surfaces of oven handle where grease and grime collect.
 - Wash and degrease bottom storage drawer (electric stove) or broiler drawer (gas stove)

- **Refrigerator/Freezer: *If left uncleaned-\$35+***
 - For easier cleaning, unplug fridge. Keep fridge unplugged with door propped open upon vacating the apartment.
 - Remove and clean all drawers, shelves, and racks (both sides)
 - Clean freezer
 - If applicable, remove front plate at bottom of refrigerator and clean.
 - Wipe the inside of rubber seal around the door.
 - Use tooth brush to clean area where the handles or pulls connect to the door. A magic eraser works well on stains on outside of fridge. Wipe entire outside of fridge with wet, then with dry cloth.
 - Pull out fridge and sweep and mop floor underneath. Sweep off back with hand broom. Scrub down sides of fridge and also the vertical wall surfaces where refrigerator sits.

- **Sinks/countertops: *If left uncleaned-\$20+***
 - Remove rust and lime deposits. Use toothbrush to remove grime where sink and countertop meet and also behind faucet and area around drain. Do a final wipe down and shine of sink and faucets.
 - Remove any grease from countertops, especially in stove area.

- **Microwave/Dishwasher: *If left uncleaned-\$10 each***
 - Use tooth brush to clean area where the handles or pulls connect to the door. Clean inside and outside edge of dishwasher door.
 - Remove all fingerprints and grease on both the outside and inside.
- **Cabinets: *If left uncleaned-\$35, more if greasy***
 - Clean and **degrease** outside and inside of all doors, drawers, and shelves. Greasy cabinets close to stove area are often times overlooked. They must look and feel smooth to the touch, not sticky. Clean baseboard under cabinet.
- **Washer and dryer: *If left uncleaned-\$10 each***
 - Wash then dry entire outside of both appliances. Open doors and clean dirt, fabric softener, and lint from all inside surfaces as well.

BATHROOM: *If left uncleaned-\$45+*

- **Tub and surround**
 - Spray down whole area with good multi-purpose or bathroom cleaner. Let sit at least 5 minutes, then re-spray and let sit again. Then scrub with green scour pad. This process may need repeating to **remove all soap scum and dirt build-up**. **Additional stains can be removed with a magic eraser.** Use toothbrush to remove grime on and around faucets and also where tub and surround come together. Scrub shower head with brush. After final rinse, wipe inside and outside of tub with dry cloth and shine all metal.
- **Toilet**
 - Flip open toilet tabs and use toothbrush to clean in and around tabs, around bolts holding toilet to floor and all other hard to reach areas on toilet. Use toilet bowl cleaner and brush for inside bowl and under rim. Wipe hose and water shut-off behind toilet. Spray outside of entire toilet with bathroom cleaner, wipe down with wet then dry cloth.
- **Medicine cabinet/sink/general**
 - Sweep off exhaust fan with hand broom. Take down and clean, if needed.
 - Scrub sink, faucets, behind faucet and area around drain. Wipe dry. Shine faucets.
 - Do thorough cleaning of medicine cabinet both inside and out, including both sides of shelves and doors. Sliding doors are removable and should be taken out for proper cleaning. Wipe off top of cabinet. Remove light cover, wash, dry, replace. If apartment has a mirror and light bar, wipe off bulbs when they are **cool** to the touch.
 - Clean inside and outside of cabinet under sink, especially side towards the toilet.
 - Use magic eraser to clean all caulk (by tub, toilet, sink).
 - Wash and dry metal towel bars and toilet paper holders.
 - Wash walls around sink area and behind toilet.
 - Wash baseboards with wet rag.

GENERAL CLEANING-\$35/hr

- Brush window tracks with stiff bristled brush to loosen dirt. Wash inside of windows, tracks, frames, sills and area between window and screen/storm window.
- Brush blinds with soft bristled brush, then wipe down with a damp cloth.
- Wash **all** baseboards.
- Wipe down **all** doors and woodwork with a wet cloth, giving special attention to four- paneled doors
- Use magic eraser to remove all stains, scuffs and grime from walls. Remove cobwebs.
- Fill in nail/screw holes with spackling. You will be charged for excessive amounts and/or any unusually large nail holes.
- Brush furnace vents off with soft bristled brush then, if necessary, spray with a degreaser and use putty knife **with cloth around it** to clean more thoroughly.
- Wipe all heat registers with damp cloth.
- Use cleaning product with toothbrush to clean dirt off light switch, outlet covers, and thermostats.
- Remove ceiling light fixtures, wash with warm, soapy water, wipe with dry cloth, and then replace.
- Replace all burned out light bulbs.
- Sweep or vacuum out utility closet. Wipe off all surfaces with a wet rag.
- Sweep and mop all floors. Give added attention to sticky or greasy areas. Wood laminate flooring should be lightly damp mopped with a diluted solution of vinegar and water, then wiped with dry cloth.
- Carpets and edges of carpet should be vacuumed and free of stains and odors

Highland Hills Resident Exit Survey

Please take a minute to complete this Exit Survey. Your feedback is important to us!

(5 is the highest rating)

1. How would you rate the office staff? 1 2 3 4 5
2. How would you rate the overall readiness of your apt? 1 2 3 4 5
3. If there were repairs, were they done in a timely manner? Yes No
4. How would you rate the Security Staff? 1 2 3 4 5

5. What was the best thing about living at Highland Hills?

6. What recommendation would you give us for improvement?

7. Would you recommend Highland Hills to a friend? Yes No

Apartment number (optional) _____



Forwarding Address Form

(For Highland Hills use only)

Apartment # _____

- We **NEED** both your forwarding address and email address. *Please make sure they are legible.* We will use these to send you your Certificate of Rent Paid form and your Security Deposit.
- Tenants with deposits who have terminated their tenancy will receive their security deposit plus interest, minus any charges, within 21 days of the Lease ending date.
- **Security deposits will be refunded by E-check.** An electronic check will be sent to your email address. Just print the emailed e-check and treat it as you would any other check.
- **Please print information below:**

If you are not living at the address,
please fill in:

Name*: _____ In Care Of: _____
Address*: _____ Phone*: _____
City*: _____ State*: _____ Zip*: _____
Email*: _____

*Required fields

FOR OFFICE USE ONLY

Date Vacating Apt.: _____
Mail Key Returned: _____ / _____ In Person/ Drop Box/ Mail (circle one)
DATE INITIALS
Apt. Key returned _____ / _____ Bdrm Key A B C D E: _____ / _____
DATE INITIALS
Parking Permit returned: _____ / _____
DATE INITIALS

If you are not living at the address,
please fill in:

Name*: _____ In Care Of: _____
Address*: _____ Phone*: _____
City*: _____ State*: _____ Zip*: _____
Email*: _____

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