

MOVE OUT INSTRUCTIONS - PLEASE READ COMPLETELY

TERM END: UWEC area housing leases end at noon on May 20th. All other leases end at noon and per the terms of the Rental Agreement. Please have all of your cleaning done and be out by that time. Your keys can be turned into our office at 703 Fifth Ave. #1, Eau Claire, WI. This email is a checklist to help assist you in moving out. As of Rental Agreement term end date, the apartment is to be cleaned, emptied of tenant personal possessions, and keys/garage remotes returned.

XCEL ENERGY: YOU DO NOT NEED TO DO ANYTHING to disconnect. YOU FILLED OUT DISCONTINUATION FORM at lease signing.

PRIMARY CONTACT (for our students vacating at the end of the school year):

Please choose someone in your household to be the PRIMARY CONTACT to your apartment. We ask that during this end of May, beginning of June moving time, you communicate through your primary contact with our office whenever possible. Many times every roommate will call with the exact same questions SO we are made less available by this redundancy. Of course, we do not want to discourage you from contacting us, so use the PRIMARY CONTACT whenever possible and whenever applicable, and when it is not possible, email, text, or call as needed. We are increasing efficiency by eliminating redundancy.

UPDATE YOUR SHIPPING ADDRESS: If you have a lot of items shipped to your residence (Amazon, eBay, Hello Fresh, etc) be sure to update your address before your next order. We are not responsible for shipments that come for you after you have moved, nor are the new tenants. Be sure to change your address in their records.

KEYS: Keys may be returned to the office at 703 Fifth Ave. #1, Eau Claire WI. Please label your keys. Please provide a forwarding address. There is an after hours drop box to the right of the front door for 24/7 service. Do NOT put keys in the US Mail Box. US Mail Box is for US Mail only. Mail Carrier will toss in the trash keys found in US Mail Boxes.

HOLDOVER: Your apartment is not the only apartment vacating this day. Holding over causes re-scheduling problems. Upon holdover the rent becomes double the daily rate. Double daily rent is calculated by double monthly rent divided by 30.

SECURITY DEPOSIT: Security deposits are returned to the tenants in either a check mailed to the tenants forwarding address or by ePay to the tenants bank account; and which method is used is at the sole discretion of the landlord. If the security deposit return is not 100% of the security deposit paid, an itemization of withholdings will be included. Request copies of receipts in writing and we will email you receipts.

MOVING FURNITURE: Use caution not to bang up walls, doors, and wood work. Please help with the next resident's enjoyment of the home by not damaging the premises when moving out your personal possessions.

DONATE:

1) Hope Gospel Mission Bargain Center, 2511 Moholt Drive, Eau Claire, WI 54703 (715) 839-9498. <https://www.pickupmydonation.com/>

2) Students ONLY: remember the University has the "PACK IT UP & PASS IT ON" program for bulk items, such as furniture, AVAILABLE ONLY IN MAY, and thru UWEC.

3) General Property Management LLC collects unopened non-perishable food items and gives items to St. Francis food pantry. If you would like to leave unopened non-perishable food items on the kitchen counter, we will collect & deliver to St. Francis.

CLEANING:

Tenants are expected to return the apartment cleaned and free of personal possessions. If tenants are planning to leave the apartment uncleaned, please contact us in advance so that we can plan. If tenants plan to leave personal possessions on the premises, please contact us in advance and let us know what you are leaving so that we can plan. Cleaning personnel have been instructed to dispose of everything abandoned by the tenant with the only exception being medication and medical equipment. Costs of cleaning and disposing will be withheld from the security deposit.

Here is a cleaning checklist to assist tenants. This checklist is not all inclusive.

*******DO NOT ATTEMPT TO PATCH AND PAINT WALLS*******

CLEANING MATERIALS:

1. Liquid products such as "Fantastic", "409", "The Works", or many others (read the product labels) work well with a plastic scrubber and can be used on porcelain tubs and fiberglass showers.
2. DO NOT USE metal scrubbers such as SOS pads on showers, tubs, or toilets.
3. "Bar Keepers Friend" and "Comet" work great on stainless steel kitchen sinks.
4. Make sure you have a broom, mop, rags, paper towels, and a vacuum.
5. Windex works well on windows.

KITCHEN:

- A. Clean refrigerator (and top), shelves, and freezer. Unplug and pull the refrigerator out away from the wall with doors open. Clean the top, underneath, and behind the refrigerator. After cleaning, re-plug the refrigerator and leave it running.
- B. Clean cabinets and drawers inside and out, including counter tops and top of cabinets. Exterior faces of cupboards should be wiped down and grease free. Outside and under the sink, and clean baseboards.

C. Scour sinks and remove all stains. Clean strainer baskets. Polish faucet. Disposal should be clean and in working order.

D. STOVE/OVEN

1. Clean stove top surface including control panel (WITH SOAP AND WATER ONLY). Clean under burners, controls, rings, REPLACE drip pans and clean stove top. Polish glass cooktops.
2. Lift stove top if possible and clean under burners.
3. Clean inside of oven:
 - a. Self cleaning: use self-cleaning mode (remove racks)
 - b. Non-self cleaning: Clean with oven cleaner. Clean racks. Wipe out all oven cleaner residues.
4. Clean the inside storage drawer.
5. Clean the entire exterior of the range (DO NOT USE OVEN CLEANER).
6. With appropriate cleaner, wipe down the exhaust fan. Exhaust fan must be clean and grease free. DO NOT wrap burner drip pans or the ovens with aluminum foil.
7. Clean oven--be sure to have all traces of oven cleaner wipe free.
8. Oven cleaner is to be used only inside the oven.
9. Oven cleaner can damage the exterior of the stove. Oven cleaner can chemically burn the flooring. DO NOT use oven cleaner on self-cleaning ovens.
10. USE the self-clean function on self-cleaning ovens ONLY when you are HOME through the entire self-cleaning cycle (many hours). If your oven is sufficiently filled with food debris, these debris will smoke like crazy, set off the smoke alarms, the neighbors will call the fire department, the fire department will respond, and chop down the door, all of which is tenant neglect, and tenant neglect is paid for by the tenant (true story).
11. Sweep and mop the kitchen floor.

12. Dishwasher must be clean and in good working order. Run empty (no dishes) dishwasher through cycle.

13. WALLS/CARPETS

A. DO NOT attempt to patch or paint any walls as you will be charged for any attempted repairs.

B. Dust down cobwebs on walls and trim. Wipe down all the woodwork.

C. Clean switch and outlet cover plates.

D. Dust heat and cold air grills.

E. Carpets will be commercially cleaned by the landlord. Vacuum carpeting, sweep, and mop all hard flooring.

14. WINDOWS AND BLINDS

A. Clean sills and tracks on windows.

B. Blinds: Wipe with a damp rag and remove cobwebs.

15. BATHROOMS

A. Clean tub / shower stall and sink including faucets (No abrasive cleaners such as Comet or SOS pads).

B. Clean vanity and drawers including mirror and medicine cabinet.

C. Thoroughly clean the toilet inside and out.

16. LAUNDRY/UTILITY ROOM

A. Make certain you remove your clothes from laundry machines.

B. Clean washer and dryer inside and out (IF LANDLORD SUPPLIED).

C. Remove all laundry products, empty containers, lint and used dryer sheets.

17. GARAGE - Sweep clean and put Floor Dry on any oil or grease spot in the garage and on the driveway.

18. MISCELLANEOUS

- A. Make certain all personal property is removed from the premises.
- B. Dust ceiling fan blades and light fixtures.
- C. A working light bulb must be in every socket, including refrigerator and range and change the furnace filter.
- D. Remove ALL personal property.
- E. Clean out and sweep the basement/storage area.
- F. Return all apartment keys, mail box keys and garage door openers.

LAUNDRY/UTILITY ROOM:

1. Remove clothes from laundry machines, remove dryer lint, remove all laundry products.
2. Closets vacuumed and top shelf dusted.

BATHROOM (use no abrasive cleaners such as Comet and SOS pads):

1. Toilet bowl must be scoured and cleaned with disinfectant. The outside of the bowl, including the seat, rim, tank, and the base must be clean and disinfected. Old toothbrushes work well along the bolts and base of the toilet fixture.
2. Bathtub must be scoured to remove any rings. Sides of the tub enclosure must be clean and free of any soap build-up. (Spray foam bathroom cleaner works well here.)
3. Sink must be scoured and faucet polished. Wipe down the countertop surrounding sink and wash mirror.
4. All cabinets and drawers must be dusted and wiped clean. The exterior of cabinets should also be dusted and cleaned.
5. Sweep and mop the floor.

STORAGE AREAS, PATIOS, CARPORTS, GARAGES, misc.:

1. Patios/decks/balconies must be clean and swept. Clean ceiling fan blades. Return keys, remote controls. Change the furnace filter.
2. Storage areas must be empty and swept, garages swept clean and floor dry put on any oil/grease stains on the floor and driveway.

WHAT IS ORDINARY WEAR AND TEAR?

Typical definition of ordinary wear and tear is "That deterioration which occurs based upon the use of which the rental unit is intended and without negligence, carelessness, accident, or misuse, or abuse of the premises or contents by the tenant or members of his household, or their invitees or guests."

In other words, ordinary wear and tear is the natural and gradual deterioration of the apartment over time, which results from a tenant's *normal* use of the apartment. For example, the carpeting in an apartment, or even the paint on the walls, wears out in the normal course of living. Carpets become threadbare, and paint peels and cracks. Even the most responsible tenant can't prevent the aging process.

WHAT'S NOT ORDINARY WEAR AND TEAR?

Tenants pay for damages if the tenant accelerated the aging process or didn't use the apartment in a normal way. A carpet worn from people walking on it is something you have to expect. But a tenant who cuts a hole in the carpet or spills paint on it may be held responsible for the damage.

How can you tell what is and isn't ordinary wear and tear? There are three basic types of damages caused by a tenant that aren't considered ordinary wear and tear. They are:

1. Negligence. If a tenant does something carelessly that the tenant should have known would cause damage, or if the tenant failed to do something that the tenant reasonably should have done to prevent damage, that's negligence. In short, did the tenant act prudently to preserve the property?

- *Failure to warn.* Another form of negligence is where the tenant fails to take steps that could prevent damage to the apartment. Even the reasonable wear and tear exception

shouldn't insulate a tenant from responsibility if the tenant fails to let the management know when something goes wrong in the apartment that might later result in worse damage.

2. Abuse/misuse. If the tenant knowingly or deliberately mistreats the property, or uses it for the wrong purposes, the damage the tenant causes isn't ordinary wear and tear - it's abuse or misuse.

For example, did the tenant slide furniture over an unprotected floor, causing gouges? Or did the tenant discolor the bathtub by using it to dye fabrics? Was the tenant an artist who failed to cover the floor as the tenant painted, leaving permanent stains on the carpet? Did the tenant paint the walls of the apartment black? Did the carpet get mutilated in an area around a wet bar from beer spills? Are there rust and mildew stains from tenants' plant containers? Are there carpet burns caused by cigarettes?

3. Accident. Sometimes damage occurs by mistake. The tenant party guest drops a drink on the new carpet, staining it. The tenant drops a heavy planter and cracks the tile floor. Or the tenant's dropping and breaking the light fixture while cleaning. Or the tenant accidentally leaves the bathtub faucet on, flooding part of the apartment and staining wood floors and carpeting. Even though the tenant didn't purposely damage the premises, the management will be able to withhold the cost of repair from the security deposit.

EXAMPLES OF WEAR AND TEAR AND DAMAGES

<u>WEAR & TEAR</u>	<u>DAMAGES</u>
-Peeling or cracked paint	-Drawings on the walls(e.g., murals)
-Worn enamel in old bathtub	-Chipped and broken enamel in bathtub
-Cracked linoleum in place where appliances had been	-Broken window caused by resident slamming window shut

-Settling of building	-Holes in carpet from cigarette burns or carpet damaged by rust and mildew stains from tenant's plant containers
-Carpet worn thin by people walking on it	-Chunk of plaster ripped out of wall
-Door that sticks in humidity	-Painted-over kitchen or bathroom tile
-Small crack in wall plaster	-Missing fixtures; hole in ceiling where fixture had been removed
-Faded tile	-Toilet backed up because tenant flushed cardboard down it
-Faded lampshade	-Floors gouged when moving furniture
-Faded window blind	-Wallpaper missing where tenant tore it off wall
-Sink drainage slow because of old pipe system	-Sliding closet doors off track because track bent
-Floors need new coat of varnish	-Wall holes filled with tooth paste
-Corner of piece of wallpaper coming loose because the glue has aged	-Tiles missing or cracked
-Sliding closet doors stick	-Torn window shade
-Paint faded on kitchen walls	
-Grouting in bathroom tile loose	
-Dirty or faded window	