

APARTMENT CLEANING and MOVE OUT PROCEDURES Family Student Housing

Thank you for choosing to live in USU Family Housing, we hope you have enjoyed your time with us. This 2-page list is **required reading** and will help prepare you to move out of your apartment.

Steps for Moving:

- **Step 1-** Call **435-797-0281** at least 48 hours ahead of your move out to confirm the date you will leave. (Call at least 48 hours ahead but not more than 1 week) Follow the Resident Cleaning List below as you pack and prepare to move.
- **Step 2-** On your move out day, make sure all items on the list are completed. Leave all of your apartment door keys and your mail key on the kitchen counter next to the sink. Call **435-797-0281** again and if the phone is answered, give us your information and explain you are on your way out of the apartment. If the office is closed or the phone goes to voice mail for another reason, leave a message with your name, apartment number and the date/time and that you have completed your move-out. Lock the doors. The check-out will be completed by our staff the following business day. You will not be present for the walk-through. ***If this process is not followed, rent will continue to be charged until we are able to contact you and confirm you are out of the apartment.***
- **Step 3-** Check your student Banner account approximately 3-5 days after your check out to see if you owe any money or if you were issued a refund.

IF YOU HAVE ANY QUESTIONS REGARDING THIS PROCESS CALL 435-797-0281. PLEASE NOTE, YOUR RA IS NOT INVOLVED IN CHECK-OUTS AND IS NOT THE APPROPRIATE PLACE TO ASK THESE QUESTIONS.

Remember that you are responsible for the overall cleanliness of your apartment. All charges for damages and/or cleaning will be assessed to your account and deducted from your deposit. If your deposit has been forfeited, or if the damage and cleaning charges are in excess of your deposit, you will be billed accordingly. Cleaning charges will be billed to the resident at the rate of \$30 per hour (minimum charge \$30.00).

RESIDENT CLEANING LIST

KITCHEN

- Sink and fixtures – Clean and remove any stains and build-up; clean and polish chrome.
- Counter Tops – Clean using a multi-purpose cleaner.
- Cupboards, shelves and drawers – Empty, clean inside and out (including door fronts) using a multi-purpose cleaner; vacuum tracks and grooves so the doors move freely.

FRIDGE:

- Interior – Empty fridge and freezer. Thoroughly clean inside, outside and under all shelves and drawers. Defrost freezer if necessary.
- Exterior – Clean all smudges, drips, etc. off surfaces; fridge and freezer door seals (especially the tops). Pull the fridge out, away from the wall, to clean the floor behind and underneath.
- After cleaning, please be sure the fridge is **plugged in** and adjusted to a **mid-temperature setting**.

STOVE/OVEN:

- Interior – Clean off all burned food and grease throughout oven and broiler, including the racks.
***TIP:** An oven cleaner can be used; *please read and follow the instructions*. Oven cleaner tends to reappear once it dries; re-wipe any cleaner left behind. A razor blade may be helpful in removing stubborn black spots.
- Exterior – Clean the tops of the burner units as well as the drip pans. Pull the stove out, away from the wall, to clean the sides of the unit and the floor behind and underneath.
- Range Hood (if applicable) – Clean all dust, grease and yellow spots from top and bottom including filters and light fixtures.

BATHROOM

- Mirrors – Clean all mirror surfaces (streak and spot-free).
- Medicine Cabinet – Empty, clean interior thoroughly, including shelves.
- Sink and fixtures (including pipes beneath sink) – Clean and remove any stains and build-up; clean and polish chrome.
- Counter tops, cupboards, shelves and drawers – Empty, clean inside and out (including door fronts as well as top and bottom edges) using a multi-purpose cleaner.
- Toilet – Clean thoroughly, removing all stains inside the bowl. Clean exterior surfaces, as well as the base and tank.

- Tub & Shower – Remove soap film/build-up from tub and shower walls. Clean and polish chrome. After cleaning, check surfaces for any remaining cleaner residue or powder; rinse if needed.
- Towel and toilet paper holders – Clean and polish, removing paper rolls and any film or residue from hairspray, etc.

GENERAL

- WALLS, DOORS/FRAMES – Wash all surfaces to remove all marks, smudges, adhesive/tape, grease, crayon, etc. Remove all hooks, nails, screws, etc. \$30 minimum charge for any of these items left in the wall(s).
 - **DO NOT PATCH OR PAINT (including touch-up).**
\$50 minimum charge for patching or painting on *any* walls or other surfaces
 - If there is damage to painted surfaces or apartment furnishings (including carpet, drapes, cabinetry, etc.) resulting from candle, incense, cigarette or other types of *prohibited smoke*, resident will be charged a **safety violation fine** and may be charged to re-paint, re-carpet, or re-place any or all damaged items.
- WINDOWS – Wash inside and out (when outside can be reached safely). Clean sills and tracks as well. A screwdriver can be a useful tool in cleaning the dirt and build-up at the edges of the window tracks.
- WINDOW COVERINGS – Blinds: Dust, clean any spills, spots, food, etc.
- CLOSETS – Remove all belongings and clean thoroughly. Dust clothing rods, shelves and drawers.
- FURNACE VENT/COLD AIR RETURN – Vacuum, dust, remove cobwebs, spills, etc.
- CARPETED FLOORS – Vacuum thoroughly, including edges. If carpets are extremely dirty, resident may be charged.
- TILE/VINYL FLOORS – Sweep, mop, scrub and rinse well, including edges and corners. **DO NOT WAX.**
- APARTMENT EXTERIORS (Including patio, balcony, porch, storage closet- if applicable) – Remove all items and sweep clean.
- PERSONAL BELONGINGS – Remove all personal belongings from the apartment, inside and out, prior to your check-out appointment. Any items left behind will be removed by Residential Facilities personnel and stored for 30 days before being disposed of. A fee will be charged for removing, labeling, storing and disposing of abandoned property.
- All items in the apartment at the time of arrival must be accounted for and clean, as well as any improvements or items added by Residential Facilities during your stay. This includes the appliances, smoke alarms, fire extinguisher, etc. as applicable.

Other Things to Do:

- Make sure you update your address in Banner and if applicable, your direct deposit information. **If you will be receiving a refund, it will be sent by check to your permanent address in BANNER or issued via direct deposit. This depends on the preference you have selected in Banner. Please Note: If you have any balance due to the University, your refund will be applied to those charges before it is issued to you.**
- Complete a change of address form with the US Postal Service. This can be done online or at a local Post Office.
- Contact Dominion Energy (800-323-5517) and if applicable, Logan City (716-9200) regarding ending your service and final payment.
- Please don't order packages to be delivered close to the date you will be moving. We are not responsible for those and will not accept delivery in your absence.
- If you are an International Student, please contact the International Student Office and let them know you are moving.

Last Minute Items:

- Make sure all windows are closed and blinds are shut.
- Set the furnace thermostat to sixty (60) degrees. A temperature setting of less than 60 degrees may result in additional charges.
- Turn off all lights.
- Lock and shut the door(s).
- CALL THE OFFICE-** see **Step 2** at top of list under “Steps for Moving”.