vacating and cleaning procedures
NOTIFICATION OF INTENT TO VACATE

The first requirement for terminating your occupancy is completing the ‘Notice of Intent to Vacate’ form. Failure to vacate on the date indicated by 8 p.m. will result in a $20 per diem charge and assessment of daily rent. You will also be held responsible for all costs associated with a delayed checkout which can include costs of the future tenant (i.e., extended storage, rental truck fees, and hotel costs). Refer to the clause “Termination” as stated in your Housing Agreement.

Extensions and exceptions to your vacate date must be approved by the Assignments and Billing Coordinator of Apartment Life.

VACATING PROCEDURES TO FOLLOW

Please read this brochure completely before you move. Use it as a guide and checklist to assist you in avoiding cleaning charges. If you have any questions concerning the procedures outlined here, contact the office manager, manager, or associate manager.

INSPECTION OF APARTMENTS

We want to assist you in leaving your apartment in good condition. Your own inspection of your apartment is a step toward achieving those objectives. The walls, floors, and paint condition in your apartment will be inspected by both the environmental services and maintenance staff. These inspections will be made within a few days after you have submitted your Vacate Notice. This statement and the “Notice of Intent to Vacate,” serve as your official notice of our intention to enter your apartment. Inspections will be performed by Operations Management staff between the hours of 8 a.m. and 4 p.m.

The final apartment inspection will take place after 8 p.m. on your vacate date. During inspection, the manager compares the apartment to the condition described on your Damage Inventory sheet that you completed when you moved in. You will be charged for cleaning and damage to the facility in excess of normal wear and tear. If charges are necessary, you will be assessed the current hourly rate for environmental services and/or maintenance time, plus the cost of maintenance supplies.

You may schedule an appointment with the manager or associate manager for an inspection of your apartment before you vacate. The office manager will inform you about the scheduling process. This inspection will not guarantee that charges will not be assessed. The final inspection after you leave/move out will allow a thorough evaluation.
Notification of any cleaning or damage charge will be itemized and billed to your CSU account within 60 days of your actual vacate date. We will send to you a copy of any charges to the current mailing address on file with the University (see below on how to update your address). You can review your statement from the Office of Accounts Receivable reflecting all charges and credits through RAMweb.

**ITEMS OF IMPORTANCE AS YOU COMPLETE YOUR CHECKOUT**

- **Rent must be paid in full.** (Rent will be prorated if you vacate during a month as long as proper notice is given.)
- **Update your mailing address on RAMweb** (as a CSU student) or contact the Human Resources person in your department (faculty/staff/post-docs/visiting scholars).
- **File a forwarding address with the U.S. Postal Service at moversguide.usps.com**
- **Discontinue all deliveries to your apartment** (newspapers, milk, diapers, etc.).
- **Leave all Apartment Life property in the apartment** (furniture, recycle bin, ice trays, broiler pan and cover, etc.). *Aggie Village Family only* – Long Range Ethernet (LRE) and all parts and cables should also be left behind.
- **Remove your parking sticker and return it with your apartment keys to your area office.** (Failure to do so will result in a $40 charge per permit.)
- **All personal possessions are to be removed by 8 p.m. on your date of vacate.** (You will be charged for removal of any abandoned items from your apartment or assigned storage unit. Refer to your lease regarding Abandonment of Personal Property.)

**CLEANING WITH YOUR ROOMMATE**

The lease requires that roommates share in maintaining a clean apartment. To avoid charges, both occupants should thoroughly clean the living/dining room, kitchen, hallway, and bathroom as defined in this brochure. The vacant bedroom is to be cleaned by the vacating resident before the environmental services staff arrives. To ensure a clean apartment, an inspection will be made by the staff after the roommate vacates. Each incoming resident must receive a clean apartment and bedroom, and all the bedroom furniture must be intact. If charges are assessed for the common areas, both roommates are billed equally. If cleaning is needed in the bedroom, the person vacating will be charged the full amount.

If the remaining roommate wants to exchange bedrooms, he/she must see the Assignments and Billing Coordinator at the main office in 208 Palmer Center to make arrangements. Approval must take place before the environmental services staff enters to clean the apartment. **Environmental Services will only clean the bedroom of the new, incoming resident.**
RECOMMENDED CLEANING SUPPLIES
These types of cleaning materials may be useful:
- Sponges
- Toilet cleaner
- Mop
- Vacuum cleaner
- Oven cleaner
- Rags
- Window cleaner
- Non-abrasive cleansers

MOVING EQUIPMENT
There is a certain amount of moving equipment that may be checked out from the area office. To provide use of equipment for a number of residents, time allotted for use is limited. The resident using the equipment is responsible for its proper usage and is liable for it while it is checked out to him or her. Any damage to moving equipment will be assessed to the resident who checked it out.

CLEANING YOUR APARTMENT
☐ To avoid charges, you should leave your apartment as clean or cleaner than when you moved in. REMINDER: If you took the apartment “as is,” you agreed to be fully responsible for cleaning the apartment for inspection upon vacating and to assume any cleaning or repair charges incurred in excess of normal wear and tear, which is a requirement of ALL RESIDENTS.

KITCHEN:
Stove (Oven)
☐ Be sure that the circuit breaker to the electric stove/oven is off prior to cleaning (the circuit breaker is located in the electrical panel in your apartment).
☐ Remove all removable parts, i.e. broiler pan, burner rings, etc. and place them in the sink for cleaning. Do not remove burners or oven elements.
☐ Remember to clean the entire stove/oven and the drawer beneath it. Do not use oven cleaner on the stove or drawer!
☐ Use spray-on oven cleaner to clean the oven. Place plastic sheeting in front and under the oven (about 6”) to protect the floor from damage.
☐ Thoroughly clean and remove burned-on grease and food from rings, drip pans, and the area under the drip pans, oven shelves, broiler pan, and tray. Do not use abrasive cleansers or oven cleaner on drip pans, rings, or broiler pans. This can be damaging and a charge for replacement will be assessed.
Place shelves, broiler pan, and tray in the oven after cleaning.

After cleaning, reassemble the parts of the stove/oven. Leave the stove/oven pulled out from the wall and the breaker "off" (unless in roommate situation).

**Refrigerator**
- Clean entire refrigerator with mild detergent and/or bicarbonate soda water.
- Wash and dry the inside and outside of the refrigerator making sure to remove any marks, stickers, or tape. Inside cleaning should include the shelves, butter tray, ice trays, and rubber gasket around the door. Place removable trays back in their normal position after cleaning.
- Clean inside, outside, and under vegetable bins.
- Leave refrigerator plugged in and temperature setting on low.

**Kitchen Sink**
- Wash the kitchen sink and use a mild scouring powder for dirty marks, stains, and any mineral build-up.
- Clean the faucet and all metal fixtures, including those under the sink.
- Rinse the sink and fixtures thoroughly with clear water.
- Dry with a soft, clean cloth.

**CABINETS, DRAWERS, SHELVES, AND FURNISHINGS:**
- Remove all shelf paper, if used, to avoid charges for removal.
- Using detergent or all-purpose cleaner, clean all shelves, drawers, and cabinets inside and outside.
- Wash counter tops and tops of cupboards.
- Remove all personal items from closets. Wash closet rods, shelves, and drawers.
- Clean wood and chrome parts of furniture with detergent and water. Wipe dry. Vacuum cushions. Do not shampoo or wash cushions. Do not oil the wood furniture.

**BATHROOM FIXTURES:**
- Clean the light cover and the vent.
- Thoroughly clean the toilet with disinfectant both inside and out, including the toilet seat and bowl, outside of tank, and lid. Remove any discolorations inside and outside of the toilet bowl.
- Clean the walls of the shower and tub thoroughly. Fiberglass tubs and the area surrounding the tub must be cleaned with a non-abrasive liquid cleaner. An abrasive powder may be used on porcelain tubs. Leave no soap film or water spots. Rinse thoroughly with water and dry with a cloth to remove spots and film.
- Remove any fungus, mildew, and mineral from fixtures, walls, and ceilings, including the metal fixtures under the sink and toilet.
- Wash and thoroughly clean the mirror and the inside, outside, and top of the medicine cabinet.
WALLS AND DOORS:

- Remove all marks and tape from walls, doors, and ceilings with detergent and water. Clean any black marks or grease residue from walls and ceilings, especially near the oven.
- Be sure to clean light switches, covers, electric outlet covers (remove before cleaning to prevent possible electrical shock), door handles, and floor splashboards.
- Leave fire safety stickers on bedroom doors.

PLEASE LEAVE CEILING HOOKS IN PLACE. DO NOT FILL SMALL NAIL HOLES.
Unsatisfactory repairs by the resident may result in damage charges.

WINDOW AREAS:

- Vacuum or brush off all screens and leave in place in the windows. Remove all stickers and tape from glass.
- Thoroughly clean first floor windows and frames with window cleaner on the inside and outside. Clean second floor windows and frames on the inside only.
- Clean all window tracks on which the windows slide or close.
- Clean all patio door glass, tracks, and frames (University Village at 1600 and 1700 West Plum Street and International House).
- Do not clean or wash draperies.
- If metal blinds have been installed (at University Village 1700 West Plum Street), clean thoroughly to avoid cleaning charges.

HEATING UNITS:

- Wipe off the outside and the louvers of the heating unit with a damp cloth, detergent, and water.
- When leaving, please set the thermostat to 60 degrees (does not apply to shared apartments).

FLOORS:

Tile or Linoleum

- Vinyl or tiled floors should be swept and mopped with a mild detergent and water.
- Check all corners, behind the stove, behind the refrigerator, and in closets for overlooked dirt next to the walls. At University Village 1500 West Plum, clean marks and dirt from stair treads.
- Dispose of all cleaning water in the toilet bowl.
- DO NOT STRIP WAX FROM FLOORS. Damage to floor coverings will be at your expense.
- DO NOT RE-WAX THE FLOORS.
Carpet

- Vacuum all carpeted areas. Remove small stains from carpet with a spot remover. We prefer you do not shampoo your carpets but if you do, cleaners may be rented from larger grocery stores and equipment rental shops. Do not use a rotary carpet cleaner on your carpet. Charges will be assessed if there is any damage to sub-flooring and carpet.

MISCELLANEOUS:

- Dust the top of drapery rods, doors, window frames, and light fixtures. Remove any cobwebs.
- Remove and wash all light fixtures, carefully!
- Clean the blue recycle bin and leave it inside the apartment.
- Check all closet shelves. Remove all items and clean shelves.
- Remove cup dispensers, toothbrush holders, etc. Leave any paper towel holders that may have been previously attached to walls, doors, or cabinets.
- Wipe off fire extinguisher.
- Lock windows, close the draperies, turn off the lights, lock and close the door.
- Clean the outside area by your apartment, and dispose of all trash.
- Driving on the sidewalk and lawn is strictly prohibited. Remember, there are many children in the area – please use caution to prevent injury.
- Inform the office if you are leaving earlier than your vacate date.
- All keys must be returned to the area office on your vacate date by 8 p.m. For your convenience, there is a key return drop box. If you do not return your keys, a lock change will be ordered and you will be charged the current lock change rate. If you leave before your vacate date, turn your keys in to the area office before you leave.

RENTAL REFERENCE

We will be happy to act as a rental reference for you if you complete a Rental Referral Release form available at your area office. We will not give out information without your written release on file.

THANK YOU!
Please Remember: Do not pack or take Apartment Life property with you.

- [ ] Recycle Bin
- [ ] Broiler Pan
- [ ] Ice Trays
- [ ] Plunger
- [ ] Long Range Ethernet with cords (Aggie Village Family)

Housing & Dining Services
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