



Vacating Instructions

Please read through these very carefully!

Our goal at HRC Apartments & Townhomes is to return your deposit back to you. You save money and our apartments and townhomes are in better condition for the next valued tenant. To ensure a bountiful deposit please be sure to read over all vacating instructions and complete them step-by-step.

Enclosed:

- 1.) Vacating Policies and Procedures
- 2.) Cleaning Instructions
- 3.) Cleaning Check List
- 4.) Don't Lose Your Deposit
- 5.) List of Approved Steam Cleaners

Again, thank you for living with us at HRC Apartments & Townhomes. And if you have any questions, please don't hesitate to contact our office.

525 Stone Pointe Dr
Manhattan, KS. 66503
(785) 537-9064
Email: info@renthrc.com
Website: www.renthrc.com



Vacating Policies and Procedures

Please adhere to the following vacating policies and procedures to ensure a smooth check out process.

- 1.) **All** items must be removed from the apartment/townhome.
- 2.) Apartment/Townhome must be cleaned to management standards before the lease expiration date. Please follow the cleaning instructions and utilize the cleaning checklist.
- 3.) If additional cleaning is required, you will be charged the amount billed to us by the cleaning subcontractor(s).
- 4.) Our staff will be available to do a **cleaning** walk through ONLY as a courtesy (**a walk through is NOT required before turning in keys**). Please schedule an appointment with the office. **Before** you schedule a walk through, please be sure to have all belongings out of the apartment/townhome. During a walk through a member of the office staff will inform you if you need to do any other cleaning. Deductions and/or damages **will not** be determined at the time of the walk through. A computer printout and an itemized, detailed list of any charges and/or credits will be mailed to you with your security deposit check within 30 days from the day your lease expires.
NO WALK THROUGHS WILL BE DONE THE LAST 3 DAYS OF YOUR LEASE.
- 5.) Your apartment/townhome must be vacated and the following items must be returned to the office by 4:30 p.m. on the date of your lease expiration.
 - All keys
 - All parking permits
 - All pool permits
 - Garage door openers
 - Forwarding address and phone number



Vacating Policies and Procedures cont.

- 6.) Adequate time must be allowed for our maintenance staff to complete all necessary **repairs**. You will receive 1 hour of credited maintenance for each 1 full year you have lived in the apartment/townhome.
- 7.) In cases of excessive damage, if you do not move out to allow maintenance adequate time to complete repairs, you will be charged for lost rent due to delays moving new tenant in.
- 8.) Your lease requires that you keep the utilities in one of the tenant's names until midnight on the date of the lease expiration. Don't forget to call Evergy/City of Manhattan/Kansas Gas Service (1-800-383-1183 / 785-587-2480 / 1-800-794-4780) to schedule this!!! (**Reminder**- Disconnecting your utilities before this date will result in an administrative fee of \$50.00 per utility plus all applicable utility charges being deducted from your security deposit.)
- 9.) As stated in the lease, you are responsible for cleaning the carpet by an **approved** vendor. Carpet cleaning subcontractors will be the very last to enter the apartment/townhome to complete the turnover. **Do not clean your carpet before you hand in the keys to the office.** The carpet needs to be cleaned and raked up before the new tenant takes possession of the apartment/townhome.



Vacating Policies and Procedures cont.

- 10.) Your deposit will be returned to you within 30 days after the lease expiration date. Checks are mailed to the forwarding address given to the office; so if you have roommates, please decide where you would like your check sent. Deposits are returned in the form of ONE check, issued with all the residents' names on it. Individual checks can be written for a \$20.00 fee, so be sure to make arrangements between yourselves for cashing and distributing the check. Deposit checks will be mailed out according to KANSAS STATE LAW. If you fail to provide an accurate forwarding address, and your deposit check is lost in the mail, you will be charged for stop payment fees, postage, and for reissuing a new check.

If you have any questions, please do not hesitate to call us at (785) 537-9064 or email us at info@renthrc.com. We hope everyone's move out goes smoothly.



Cleaning Instructions

- Clean all walls & woodwork (including door trim)
 - Please clean walls with a very mild cleaner & soft cloth
 - Wipe gently & do not scrub
 - **DO NOT TRY TO TOUCH UP WALLS WITH PAINT**
 - * Paint color must match & nail holes **MUST** be filled correctly
- Clean patios, decks, & all exterior door including bottom tracks/thresholds
- Take down all light fixtures inside & outside the unit to clean and ensure all bulbs are **60 WATT WHITE BULBS** and working.
 - Please make sure all bulbs in a fixture are the same and no higher in wattage than 60. Failure to do so will result in a charge of \$2.50 per light bulb, \$5.00 for appliance bulbs and \$4.00 for bathroom light bulbs.
- Clean **ALL** ceilings, floors, & furnace vents.
- Clean inside and outside of cabinets & drawers in the kitchen & bathrooms
- Clean **ALL** kitchen appliances thoroughly. Appliances must be free of food, crumbs, grease and burns.
 - Please wipe out the oven after using oven cleaner to clean off excess cleaner residue.
 - Most stove tops will left up to be cleaned underneath and on sides.
 - Please clean top ledge of dishwasher and run a cycle if need be.
- Pull out refrigerator & oven to clean behind and sides of appliances.
 - To move out oven & put back, remove bottom oven drawer and gently lift from bottom and slowly pull out or push back.
 - To move out refrigerator & put back, gently “walk” it from side to side.



Cleaning Instructions cont.

- Clean stainless steel kitchen sinks with a scotch bright pad. Sink must be free of streaks, spots & food.
 - Please do not use scotch bright pads on anything other than kitchen sinks.
- Leave appliance manuals in a kitchen drawer.
- Stove Pans **MUST** be in “new” condition
 - Stove pans must fit properly as there are numerous sizes and off brands may not fit correctly. You can purchase stove pans from our office or from Home Depot.
 - Stove pans also must be the correct color (i.e. chrome and not black or blue tints).
- Clean **ALL** crystal faucet knobs throughout apartment/townhome.
 - Gently remove top cap with a small flat head screw driver. Then you can remove the crystal knob with a Phillips head screw driver. Clean both the cap and knob with a mild cleanser. When reassembling the faucet knobs, please make sure the “hot” cap is on the left and the “cold” cap is on the right.
- Clean bathroom tub/shower, sink, & toilet.
 - All fixtures must be free of mildew, dirt, and soap scum
 - For the bottom of tubs, Scrubbing Bubbles and a magic eraser work great!
- Clean Towel Bars and Mirror
 - Mirrors and chrome fixtures should be free of dust and streaks.
- Clean fireplace mantle and hearth
 - Wood burning fireplaces **MUST** be clean and free of ashes.
- Vacuum and dust furnace closet
- Vacuum all carpet throughout apartment and edge around all baseboards
 - This is especially important prior to carpets getting professionally steam cleaned by an **APPROVED VENDOR!**



Cleaning Instructions cont.

- Carpets must be professionally steam cleaned by an approved vendor.
 - This is the **VERY LAST** thing to be done; **after** the tenant has turned in keys, **after** the office has checked out the apartment, **after** maintenance has done needed repairs, & **after** cleaning has been done to our standards.
 - You may pre-pay an approved vendor or choose to have us contact a vendor and take the amount billed to us out of your deposit. If you choose to pre-pay, please make sure to bring in a copy of the receipt given to you by the vendor.
 - With questions about scheduling a steam cleaner, please contact the office to ensure everything is done correctly.

- **For Stagg Hill Duplexes Only:**
 - Depending on the season of your move-out, snow must be shoveled off driveway and sidewalk.
 - Outside grounds and shed must be clear of trash & debris (this include cigarette butts).



Cleaning Checklist

Kitchen:

- Oven & Racks
- Stove/Vent/Hood
- Stove pans & Stove hood filter
- Sides of Stove, Underneath Stove Top, & Behind Oven
- Refrigerator/Freezer inside including seals
- Refrigerator/Freezer outside (doors, handles, top of freezer, & behind)
- Dishwasher inside & outside
- Sink/Faucet/Knobs
- Countertop
- Cabinets & Drawers inside & outside
- Light Fixtures
- Walls
- Baseboards/Floors
- Ceiling & Vents
- Switch Plates

Bathroom:

- Tub/Shower Wall
- Toilet
- Sink/Faucet/Knobs
- Countertop
- Cabinets & Drawers inside & outside
- Light Fixture
- Walls
- Baseboards/Floors
- Switch Plates
- Towel Bars/Mirror



Cleaning Checklist cont.

Bedrooms/Hallway/Living Room & Misc.

- Window & Patio Blinds
- Windows/Sills/Tracks
- Ceiling Fan/Light Fixture
- Doors/Baseboards
- Utility Closet vents
- Vacuum/Edge
- Air Vents
- Switch Plates
- Walls
- Patio/Deck (sweep leaves; cobwebs)

Did You?...

- Put in a new furnace filter
- Clean or buy new stove pans & stove hood filter
- Make sure all light bulbs are matching and working
- Smoke detector batteries are in detector and working
- Leave shower rod up and in bathroom
- Remove all personal items from apartment/storage closet/garage
- Leave the heater on at 60 degrees during winter months
- Leave the utilities on in your name until the last day of your lease
- Turn in all original door & mail box keys (and/or garage door opener or key)
- Leave a forwarding address & phone number with the office



Don't Lose Your Deposit!

The following are the most commonly overlooked items for which you can be charged for if the item is not in the condition in which you moved in on.

- Late Charge for Rent not being paid by the 1st of each month
 - * \$25.00 on the 4th & \$5.00 each day thereafter until rent is paid
- Cleaning of apartment if not cleaned per the cleaning checklist
 - * \$25.00 to \$30.00 per hour
- Stove Pans (must be new or cleaned to look new)
 - * \$48.00 for a full set & \$12.00 per pan
- Stove Hood Filter (must be new or cleaned)
 - * \$19.00
- Furnace Filter (must be new)
 - * \$12.00
- Light Bulbs (must be working & the same kind in each fixture)
 - * \$2.50 for regular
 - * \$4.00 for specialty bulbs (i.e. bathrooms)
 - * \$5.00 for appliance bulbs
- Light Fixture/Globe (broken or non-stock)
 - * varies; starting at \$40.00 per globe
- Doorstopper (missing, bent, or broken)
 - * \$9.00
- Closet door guide (missing or broken)
 - * \$8.00
- Outlet Covers/Switch Plate Covers (cracked, broken, or non-stock)
 - * \$8.00
- Parking Permits
 - * \$5.00
- Door Knobs (non-stock)
 - * \$50.00
- Lock Change (if not all originals are returned)
 - * \$50.00 per lock
- Patio Blinds (full set to include rail head if broken or missing)
 - * \$225.00



Don't Lose Your Deposit! Cont.

- Patio Blinds (broken or missing)
 - * \$14.00 per slat
- Window Blinds (bent, stained, missing, or non-stock)
 - * varies; depending on size and type of blinds
- Smoke Detector (broken or missing)
 - * \$45.00
- Smoke Detector Battery (dead or missing)
 - * \$12.00
- Hand Towel Ring
 - * \$38.00
- Shower Rod (missing or non-stock)
 - * \$30.00
- Shower Head (missing or non-stock)
 - * \$15.00
- Refrigerator Shelf (cracked or broken)
 - * \$85.00
- Interior Doors (cracked or broken)
 - * White: \$375.00
 - * Wood/Stained: \$450.00
- Cabinet Doors (cracked or broken)
 - * \$200.00 per door
- Maintenance per hour
 - * \$85.00
- Steam Cleaning of Carpet (**by approved vendor ONLY**)



Approved Steam Cleaners

- 1.) **Office 785-537-9064**
- 2.) **Lease End Carpet Cleaning 785-320-7651**
www.myleaseend.com

- Because the Steam Cleaner is the last person to enter the apartment before a new tenant moves in, **PLEASE DO NOT** steam clean or shampoo your carpets before turning in keys. There are numerous people that go in and out of the unit once keys are turned in and it is important that the carpet cleaning happens after everyone has completed their jobs in the apartment. This way the carpet looks just as great as the day you moved in!
- If you choose to do a pre-pay with Lease End Carpet Cleaning, please bring in a copy of their receipt so we may put it in your file. We will then correspond with them a day and time for them to clean the carpet. If you would just like for the carpet cleaning amount to come out of the deposit, please just let our leasing agents know when you turn in keys.
- If you choose to use a non-approved steam cleaner please note that you will be charged additionally to send one of our steam cleaners in. Please don't make this costly mistake.

If you have any questions, please don't hesitate to contact the office at 785-537-9064 or e-mail at info@renthrc.com