

# Move Out Information

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One of the most commonly asked questions at move out is “What is necessary to ensure the full return of my security deposit?” Assuming that you have fulfilled your lease, you will receive a refund if your apartment is left in the same condition as it was when you moved in less normal wear and tear. **There is always a \$50-\$65 charge** for professional carpet cleaning unless your unit has all wood flooring. Other possible charges are listed on the back of this page. Please allow up to 31 days to receive your refund.

Before turning in your keys make sure to do the following:

- **REMOVE ALL PERSONAL BELONGINGS, FURNITURE, AND TRASH.** You will be charged for hauling away abandoned goods that are not placed in the dumpsters even if they are in the trash area or other building areas. If you are unsure how to dispose of furniture, contact the leasing office for suggestions.
- Remove all hooks, screws, nails, etc. from the walls and ceiling.
- **DO NOT ATTEMPT TO PATCH HOLES** – Our maintenance staff will do this for you. You will not be charged for any holes smaller than a quarter.
- Clean all buildup of dirt or dust from woodwork, doors, switches, windowsills, closet shelves, baseboards, etc. throughout the entire apartment.
- Clean all appliances including the oven (not forgetting the racks and bottom drawer) along with the refrigerator/freezer inside and out. You don't have to clean the drip pans on the stovetop as these will be replaced anyway.
- Clean all windows.
- Vacuum/mop all floors.
- Clean counter tops and all cabinet surfaces inside and out.

REMEMBER TO:

- Return all keys upon move out including electronic FOB or front door key, apartment door, mailbox, and workout/study room keys.
- Have all utilities taken out of your name on your move out day. These may include electricity, gas, cable, and phone. You are responsible for all utility charges for the entire time that you keep them in your name and occupy the apartment.
- Put in a change of address for your mail to be forwarded. This can be done in person at any post office or online at [www.usps.com](http://www.usps.com).

For help, questions, or suggestions please contact the Leasing Office at (503) 345-4111.

Thank you for your cooperation!

CHNW

### Cleaning

Be sure to leave your apartment in the same condition that you got it. Pay special attention to kitchen appliances, the toilet, sinks, and bathtub. Vacuuming is required. Apartments that are not cleaned at move-out to the same condition as they were received at move-in will be billed at \$35/hour per an external cleaning vendor.

### Painting

	<u>COST</u>
Studio	\$160
1 Bedroom	\$180
2 Bedroom	\$200
Kitchen Counters	\$180
Bathroom Counters	\$60
Bathtub	\$300

***Full Paints will be required in units with smoke damage or if walls have been painted by the resident during occupancy. Additional charges will be assessed if ceilings need to be painted.***

### Carpet Cleaning:

\$50 - \$60 depending on size of the apartment

***Removal of stains, hair, or odors may result in additional charges.***

### Flooring Replacement

Replacement or repair of carpet, vinyl, and wood floors will be charged based on the depreciated value of the new installation costs listed below:

### COST

Tower Studio Carpet	\$557.31
Tower Studio Vinyl	\$409.10
Tower 1 BR Carpet	\$708.50
Tower 1 BR Vinyl	\$521.63
Tower 2 BR Carpet	\$888.03
Tower 2 BR Vinyl	\$501.88
Plaza 1 BR Carpet	\$1053.95
Plaza 1 BR Vinyl	\$275.68
Plaza 2 BR Carpet	\$1660.02
Plaza 2 BR Vinyl	\$295.68

### Keys

	<u>COST</u>
Fob Reader Key (Tower & Plaza)	\$20
Building Key	\$5
Apartment Key	\$5
Mailbox Key	\$5
Study/Workout Room Key	\$5

### Trash and Abandoned Goods

Any trash and belongings left in the apartment will be removed at a cost of \$30/hour. CHNW is legally obligated to store belongings left behind for 8 days. In the event that items are left behind, a letter will be sent to the provided forwarding address requesting the resident contact CHNW to coordinate removing items. The resident will be charged \$20/day until the items are removed or until the 8 day period is up. Any items that are left behind and require disposal will result in a flat disposal fee of \$30. You will be billed for any furniture or items left in the apartment, common areas, or by the dumpsters.

All abandoned food items will be immediately thrown away.

### Replacement Charges

#### Kitchen

	<u>COST</u>
Replace Refrigerator Crisper Cover	\$35
Replace Refrigerator Shelf	\$20
Replace Broiler Pan	\$15
Replace Full Size Refrigerator	\$550
Replace Medium Size Refrigerator	\$400
Replace Micro Refrigerator	\$220

#### Bathroom

	<u>COST</u>
Replace Towel Bar	\$15
Replace Toilet Paper Holder	\$10
Replace Light Cover	\$50
Replace Mirror	\$60
Replace Medicine Cabinet	\$60

#### Other Charges

	<u>COST</u>
Replace Smoke Detector	\$35
Replace Smoke Detector Battery	\$15
Replace Light Fixture	As Billed
Full Blind Replacement	As Billed
Blind Slat Replacement	\$5/Slat
Broken Window Replacement	As Billed
Wall Damage (per sq. ft.)	\$25

The above is a list of minimum charges for cleaning and repairs. This list includes common discrepancies found in units after residents have vacated. Charges for items listed may be higher or lower than stated, depending on the condition of each item. There may be additional charges for cleaning or repairs that are less common and not listed above. Normal wear and tear is taken into consideration.