

Tips for Avoiding Move-Out Charges

This is the one time of year that our communication has a necessarily serious tone – it is important for you to follow these instructions to help avoid charges at move-out.

Before you turn in your keys to us after you move out of your apartment, please take time to consider the condition of your apartment. Per the lease agreement that you signed at the start of your occupancy, you are responsible for the cleanliness and condition of your apartment.

To avoid charges and/or a non-refund of your security deposit, please carefully read on and double check the following points:

- Be sure that your unit is clean and ready to turn over to new occupants.
- Ensure that any issues have been reported to maintenance well ahead of your move-out date so that there aren't any undisclosed issues after your move out date.
- Make sure that the condition of your unit is the same or better than when you took possession of it.
- Be sure to have a proper forwarding address on file by contacting your leasing office.

Cleaning

Clean all the following surfaces in each room of your unit:

- Wipe smudges off walls and wood trim
- Clean and vacuum carpet
- Sweep and mop non-carpeted floors (vinyl flooring, tile, etc.)
- Clean windows and sills, and blinds
- Clean ceiling fans and leave any smoke detectors/ carbon monoxide (Courtyards only) detectors in place
- Remove all trash from each room
- Clean kitchen appliances
- Stove tops, broilers, ovens, burners scrubbed and clean
- Microwave, refrigerator, and freezer interior fully wiped and clean
- Counter tops and other appliances
- Bathroom sinks, toilets, showers: All shower scum and mildew removed
- Bedroom closets, storage closets, wiped down, and vacuumed

Damages and fees

Excessive damage (damages beyond normal use wear) will be billed first from your move-in fee, and then billed to you. Damages will be compared to the move-in inspection form you were instructed to complete upon taking possession of your unit. If you didn't complete a move-in inspection, damages will be charged to your account. If the following damages are present when maintenance inspects the property, these damages will be billed to your account. You are financially responsible to pay for damages incurred during your occupancy term.

- Rips, stains, tears, burns, or other damages to carpet, vinyl, or other flooring will be charged to your account.
- Damage to furniture and appliances (TVs-Courtyards Only), (kitchen appliances, cabinets, sinks, vanities, counters, etc.) will be charged to your account
- Damage to the structure and finishes of the unit (drywall, plaster, trim, doors, mirrors, etc.) will be charged to your account.

Please do not set large items such as mattresses, couches, furniture, or any other large item too big for a dumpster next to the dumpster. We can haul these items for a FEE if you contact us in advance. If you do set beside the dumpster, we will deduct an additional amount from your deposit.

- Any other property, whether previously mentioned or not, that is not a personal belonging of the occupant, and is property managed Signature Management, that is damaged because of your neglect or actions will be charged to your account.

Other items of note

- Ensure all water has stopped running in toilets, sinks, and baths.
- Ensure all windows and doors are securely latched and locked.

DO NOT TURN OFF THE HEAT IN THE WINTERTIME

- Do not turn off any breakers or unplug or turn off your refrigerator. Food left behind in refrigerators that are unplugged will rot quickly sometimes resulting in hard-to-remove odors that will necessitate replacing the refrigerator, resulting in a charge to your account.
- Ensure that we have a valid forwarding mail address so we can return your deposit.

Utilities and Mail

Contact utilities to have electric, water, phone, and cable turned off in your name.

Ameren IP	800.755.5000
Illinois American Water Company	217.352.1420
Comcast (Cable)	866.594.1234
AT&T	800.244.4444

Don't forget to fill out a change of address form with the Post Office. Also, remove your name from the mailbox.

As per your lease agreement, failure to move out of your unit before noon on the designated move out date is subject to a \$50.00 per day fine for unauthorized continued occupancy. We

are unable to offer extensions to this deadline, so please make your plans accordingly. All occupants must move out before noon on the move out date or they will be fined for each day their occupancy is continued.

Keys

Keys including mailbox keys, apartment keys, fitness center keys, laundry room keys (Twin Oaks Only) must be returned to our office

After you have cleaned and vacated your apartment, please contact a Leasing Office staff member: You need to make an appointment to set up your move-out inspection so that staff can inspect the premises.

We are thankful for your business, and we wish you luck in your next endeavor!