

# HIGHLAND HILLS MOVE-OUT PROCEDURES

Date: \_\_\_\_\_

Residents of Apartment: \_\_\_\_\_

Your lease will expire on \_\_\_\_\_, at **12:00 noon**.

In order to make your move out easier, please read through the following:

- *If you are transferring on the property, you will receive a letter with your transfer date when you will move directly from one apartment to the other. You will stay in your current apartment until your new apartment is ready on that date.*
- **We NEED both your forwarding address and email address** completed in your Resident Portal account. Your *Certificate of Rent Paid (CRP)* and *Security Deposit Refund* will be sent to you using this information.
  - Log in to your Resident Portal
  - Go to My Account > **Edit My Account**
  - Enter your Forwarding Address (where you would like your CRP sent to)
  - Make sure your email address is correct (*we suggest it not be your MNSU email address if you are graduating*).
- **ALL KEYS and PARKING PERMITS must be returned TO THE OFFICE by your LEASE ENDING DATE or you will not receive credit** (*this includes keys and permits mailed after your lease end date*). Use the envelope located at the Rental Payment drop box or something similar to return your keys in.
  - Include:
    - Your name, apartment number and/or bedroom key ID

There will be a **\$10.00 charge** per key and a **\$50.00 charge** for parking permits that are not returned **by the lease end date**.

- Update your forwarding address information with the US Postal Service (USPS). You can obtain the form at any Post Office location or go to [www.usps.com](http://www.usps.com). *We do not hold or forward your mail; this is done entirely through the post office.*
- Also, if applicable, notify Center Point Energy, XCEL Energy, Spectrum to disconnect utility services.

Thank you for making Highland Hills your home for the past year. If you have any questions, please contact the office at (507) 388-9351.

Thank You,

Highland Hills Management



## THE HIGHLAND HILLS APARTMENTS

### MOVE-OUT INSPECTIONS

After you move out of your apartment, our housekeeping and maintenance personnel will inspect the apartment for any damages and necessary cleaning. You, or the first person on your lease, were given an inspection report form to fill out when you moved in to your apartment. You were to indicate the condition of your apartment at that time. Upon receiving the completed inspection report from you, we kept it in your file. We will use this form when checking your apartment on move-out day. You will not be charged for any damages listed on the move-in inspection report. Your apartment is expected to be left in move-in condition.

The following cleaning instructions are listed below to help ensure that you receive your damage deposit back once you move out of your apartment.

*Cleaning is \$40/hour, if excessive cleaning is needed, it will result in additional charges*

#### KITCHEN

##### ▪ Stove:

- DO NOT PULL OUT GAS STOVE. Pull out electric stove and sweep and mop floor underneath. Scrub down sides of stove and also the vertical wall surfaces where stove sits up against.
- Wash/degrease exhaust fan
- Wash all grease off walls surrounding your stove. This will need a degreaser and hot water.
- Lift the top of the stove up and clean area under stovetop. Gas stove tops lift easily. Most electric models do not lift up.
- Remove burner/oven knobs, cast iron burner grates (gas stoves) or drip pans (electric stoves) and soak in hot, soapy water, then scrub, wipe dry and put back. Or you may replace the drip pans with purchased ones instead of cleaning them. If we have to replace the drip pans, it is a \$10 charge.
- Clean inside oven walls, door and oven racks with purchased oven cleaner and use according to directions. Do **not** use oven cleaner on self-cleaning ovens.
- Wash outside of oven door and all surfaces of oven handle where grease and grime collect.
- Wash and degrease bottom storage drawer (electric stove) or broiler drawer (gas stove)

##### ▪ Refrigerator/Freezer:

- For easier cleaning, unplug fridge. Keep fridge unplugged with door propped open upon vacating the apartment.
- Remove and clean all drawers, shelves, and racks (both sides)
- Clean freezer
- If applicable, remove front plate at bottom of refrigerator and clean.
- Wipe the inside of rubber seal around the door.
- Use tooth brush to clean area where the handles or pulls connect to the door. A magic eraser works well on stains on outside of fridge. Wipe entire outside of fridge with wet, then with dry cloth.
- Pull out fridge and sweep and mop floor underneath. Sweep off back with hand broom. Scrub down sides of fridge and also the vertical wall surfaces where refrigerator sits.

##### ▪ Sinks/countertops:

- Remove rust and lime deposits. Use toothbrush to remove grime where sink and countertop meet and also behind faucet and area around drain. Do a final wipe down and shine of sink and faucets.
- Remove any grease from countertops, especially in stove area.

##### ▪ Microwave/Dishwasher:

- Remove all fingerprints and grease on both the outside and inside.

##### ▪ Cabinets:

- Clean and **de-grease** outside and inside of all doors, drawers, and shelves. Clean baseboard under cabinet.

##### ▪ Washer and dryer:

- Make sure no clothes are left in either appliance

## BATHROOM:

- **Tub and Shower**
  
- **Toilet**
  
- **Medicine cabinet/sink/general**
  - Sweep off exhaust fan with hand broom. Take down and clean, if needed.
  - Scrub sink, faucets, behind faucet and area around drain. Wipe dry. Shine faucets.
  - Do thorough cleaning of medicine cabinet both inside and out, including both sides of shelves and doors. Sliding doors are removable and should be taken out for proper cleaning. Wipe off top of cabinet. Remove light cover, wash, dry, replace. If apartment has a mirror and light bar, wipe off bulbs when they are **cool** to the touch.
  - Clean inside and outside of cabinet under sink, especially side towards the toilet.
  - Use magic eraser to clean all caulk (by tub, toilet, sink).
  - Wash and dry metal towel bars and toilet paper holders.
  - Wash walls around sink area and behind toilet.
  - Wash baseboards with wet rag.

## GENERAL CLEANING-\$40/hr

- Brush window tracks with stiff bristled brush to loosen dirt. Wash inside of windows, tracks, frames, sills and area between window and screen/storm window.
- Brush blinds with soft bristled brush, then wipe down with a damp cloth.
- Wash **all** baseboards.
- Wipe down **all** doors and woodwork with a wet cloth, giving special attention to four- paneled doors
- Use magic eraser to remove all stains, scuffs and grime from walls. Remove cobwebs.
- Fill in nail/screw holes with spackling. You will be charged for excessive amounts and/or any unusually large nail holes.
- Brush furnace vents off with soft bristled brush then, if necessary, spray with a degreaser and use putty knife **with cloth around it** to clean more thoroughly.
- Wipe all heat registers with damp cloth.
- Use cleaning product with toothbrush to clean dirt off light switch, outlet covers, and thermostats.
- Remove ceiling light fixtures, wash with warm, soapy water, wipe with dry cloth, and then replace.
- Replace all burned out light bulbs.
- Sweep or vacuum out utility closet. Wipe off all surfaces with a wet rag.
- Sweep and mop all floors. Give added attention to sticky or greasy areas. Wood laminate flooring should be lightly damp mopped with a diluted solution of vinegar and water, then wiped with dry cloth.
- Carpets and edges of carpet should be vacuumed and free of stains and odors



## MOVE OUT / CLEANING ADDENDUM

Building / Apt # \_\_\_\_\_

I (we) will be vacating my (our) apartment on \_\_\_\_\_  
(Date)

After this date, I give my permission to the Highland Hills staff to enter my apartment to make sure that the apartment is ready for the next resident. I understand that if it is necessary to paint, clean or make repairs to the apartment, it will be done at this time and the charges for this will be taken out of my security deposit.

**I also understand that I will be responsible for the remaining rent and utilities until the end of my lease.**

***\*\*\* I permit Highland Hills to dispose of any remaining items left in \*\*\*  
my apartment after I turn my keys into the office.***

\_\_\_\_\_  
(Resident) (Date)

\_\_\_\_\_  
(Resident) (Date)

\_\_\_\_\_  
(Resident) (Date)

\_\_\_\_\_  
(Resident) (Date)

\_\_\_\_\_  
(Resident) (Date)

\_\_\_\_\_  
(Resident) (Date)

\_\_\_\_\_  
(Management) (Date)





Apartment # \_\_\_\_\_

# Forwarding Address Form

This form is used for OFFICE RECORDS only.

Please contact the local post office regarding forwarding mail.

- Please make sure all information is legible. It is your responsibility to provide this information to Highland Hills Apartments so we can ensure all future tax documentation and statements can be sent appropriately to you.
- Tenants with deposits who have terminated their tenancy will receive their security deposit plus interest, minus any charges, within 21 days of the Lease ending date.
- **Security deposits will be refunded via E-check.** An electronic check will be sent to the e-mail address attached to your residential portal. Print the e-mailed e-check and treat it as you would any other check.
- Do not fill in this information for anyone but yourself. Roommates may share a form but are responsible for providing the information independently. Do not fill in the office use portion regarding key returns.

## RESIDENT #1

Name: _____	Phone: _____
Address: _____	State: _____
City: _____	Zip: _____
E-mail: _____	

### OFFICE USE ONLY – DO NOT FILL OUT FOLLOWING INFORMATION

DATE VACATING: _____	IN PERSON – DROP BOX – MAIL
MAIL KEY ( ): _____	BDRM KEY ( ): _____
APT. KEY ( ): _____	DOOR FOB ( ): _____
PARKING PERMIT ( ): _____	MISC. ITEMS: _____

## RESIDENT #2

Name: _____	Phone: _____
Address: _____	State: _____
City: _____	Zip: _____
E-mail: _____	

### OFFICE USE ONLY – DO NOT FILL OUT FOLLOWING INFORMATION

DATE VACATING: _____	IN PERSON – DROP BOX – MAIL
MAIL KEY ( ): _____	BDRM KEY ( ): _____
APT. KEY ( ): _____	DOOR FOB ( ): _____
PARKING PERMIT ( ): _____	MISC. ITEMS: _____

RESIDENT #3

Name: _____	Phone: _____
Address: _____	State: _____
City: _____	Zip: _____
E-mail: _____	

**OFFICE USE ONLY – DO NOT FILL OUT FOLLOWING INFORMATION**

DATE VACATING: _____	IN PERSON – DROP BOX – MAIL
MAIL KEY ( ): _____	BDRM KEY ( ): _____
APT. KEY ( ): _____	DOOR FOB ( ): _____
PARKING PERMIT ( ): _____	MISC. ITEMS: _____

RESIDENT #4

Name: _____	Phone: _____
Address: _____	State: _____
City: _____	Zip: _____
E-mail: _____	

**OFFICE USE ONLY – DO NOT FILL OUT FOLLOWING INFORMATION**

DATE VACATING: _____	IN PERSON – DROP BOX – MAIL
MAIL KEY ( ): _____	BDRM KEY ( ): _____
APT. KEY ( ): _____	DOOR FOB ( ): _____
PARKING PERMIT ( ): _____	MISC. ITEMS: _____

RESIDENT #5

Name: _____	Phone: _____
Address: _____	State: _____
City: _____	Zip: _____
E-mail: _____	

**OFFICE USE ONLY – DO NOT FILL OUT FOLLOWING INFORMATION**

DATE VACATING: _____	IN PERSON – DROP BOX – MAIL
MAIL KEY ( ): _____	BDRM KEY ( ): _____
APT. KEY ( ): _____	DOOR FOB ( ): _____
PARKING PERMIT ( ): _____	MISC. ITEMS: _____



# Highland Hills Resident Exit Survey

Please take a minute to complete this Exit Survey. Your feedback is important to us!

(5 is the highest rating)

1. How would you rate the Office staff? 1 2 3 4 5
2. How would you rate your apartment overall? 1 2 3 4 5
3. How would you rate the Maintenance/Security staff? 1 2 3 4 5

4. What was the best thing about living at Highland Hills?

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5. Why are you leaving your apartment?

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6. What could we have done for you to remain here?

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7. What recommendation would you give us for improvement?

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