

WHITE GLOVE TEST



WE HAVE GREAT TENANTS!

Your tenancy is appreciated and we want you to receive the maximum amount of your security deposit refund. The following is a guide that was developed from various move-out check lists, a variety of questions from Tenants and our years of experience. Please keep in mind that this guide is not specific to a particular property. There may be items not listed that need to be taken care of before your move out and there may be items listed that are not applicable to your leased property. Still, we hope this information will be of help to you.

KITCHEN

Be sure all appliances are in working order.

Refrigerator – Do not use sharp objects to clean! Clean inside and out. Most interior components are removable for easy cleaning. Components are usually made of a type of plastic – strong but breakable! Take care not to apply too much force when removing or replacing components. Pull the refrigerator away from the wall taking care not to damage the flooring. Be sure not to crimp the water line for the ice cube maker. Remove dust and dirt from the backside and below the refrigerator with a vacuum. Clean the top and sides. Clean ice cube trays and leave in freezer. When finished, leave the refrigerator plugged in and running – DO NOT TURN OFF.

Range – Clean rings and drip pans (replace if damaged or unable to get clean), racks, broilers and the oven. If your oven is self-cleaning – use it! Be sure to follow up with removing the ash – it may be necessary to touch up any unclean areas. If you are using a spray oven cleaner, be sure to use towels or a drop cloth to protect the flooring. Many models of range tops lift up, like a car hood, for easy cleaning. Smooth cook tops should shine! Clean the range hood. Be sure all is free of any grease!

Dishwasher – Be sure all food particles and soaps are removed. The exterior should shine!

Appliance note - Be sure the rubber seals are clean – try to vacuum out any debris then clean – a toothbrush works well.

Cabinets – Remove any loose shelf paper. Remove all crumbs and debris. A shop-vac or vacuum can be used. Then, wipe down completely – inside and out – don't forget the back – way back - and the highest shelves!!

Floors – Clean with an appropriate cleaner for the surface. It's usually best to do the floor last – after the appliances and everything else is done.

BATH

Tub, Tile, Sink, Toilet and Counter tops – Be sure all surfaces shine! Polish all chrome and fixtures – faucets, towel bars, toilet paper holder, etc.

GENERAL

Light fixtures – Replace burnt out light bulbs. Be sure the light bulbs are the correct wattage. Remove glass globes and shades and clean thoroughly. Remove all cob webs and lint.

Ceiling fans – Don't forget the top side of the blades. Many find it easier to remove the components for cleaning – just remember they need to be replaced without losing any screws or parts!

Mini blinds – There are local companies that can ultra sonically clean mini blinds for very little money. It can save hours of your time.

Fireplace – Remove all ashes (be certain the ashes are cold!) Clean bricks and hearth.

Washer & Dryer – Clean inside and out. Be sure lint trap is clean! Remove all lint. Vacuum all excess lint from the trap and surrounding area.

Windows – Clean well. Don't forget the window sills!

Mirrors – Shine – no streaks!

Walls – Clean dirt, smudges and hand prints from walls and doors. Remove nails and fill with spackle – use touch up paint as needed.

Thorough out – Remove all decals, stickers, etc from surfaces.

Batteries – Check all remotes (garage door openers, ceiling fans, etc.) Replace batteries as needed.

Smoke and/or CO detectors – Test all detectors – be sure they are in working order. Replace batteries as needed.

Carpets – For best results, call a professional. Most leases require that a professional clean the carpets – if so be sure to keep the receipt for verification. Get your money's worth – before the carpets are cleaned, vacuum thoroughly! It's recommended to vacuum twice and slowly. Use an edger to remove debris between baseboards and the carpet. It's very important to vacuum first! The suction used by carpet cleaners are designed to remove moisture not debris. Be sure to schedule the carpet cleaning so the carpet will be dry the day of your move out.

Trash – It should go without saying that all trash should be removed before your move out. Large items or just an extra large volume of trash may require a special arrangement with your trash removal company. Be sure to inquire and schedule as needed. If you have usable discards consider a donation to a charity such as Goodwill. Remember all items must be removed before your move out.

Garage – Remove any oil or grease from floor. Be sure garage door openers are operating. Check light fixtures. The garage should be broom clean.

Exterior – Be sure the grounds are in good order; grass cut and edged, trees trimmed, etc. Clean up after pets. Check exterior lighting fixtures – all should be clean with working light bulbs of the correct wattage. Patios, sidewalks, drive ways should be broom clean. Remove any grease or oil from driveway.

Batteries – Check all remotes (garage door openers, ceiling fans, etc.) Replace batteries as needed.

WHAT TO USE

There are many good household products on the market. We have listed a few of our favorites below. As always use reasonable care and follow the manufacturer's directions. Protect your skin and eyes.

Super Clean – Tough Task. A good deal of household dirt is actually oil based. Super clean is a degreaser. It can be purchased in the automotive section of Kmart, Wal-Mart or even an auto parts store. This is one time when a generic brand won't do. There are other "purple stuff" degreasers but they just aren't as good. I buy it by the gallon and use it in a spray bottle. It will melt soap scum away. It works great on bath tubs, sinks and perfect for the fiberglass showers. It's important to rinse this product completely. It's perfect for getting the oil off the garage floor. It should be kept off chrome as it will damage the surface. It will damage and degrade rubber. Super Clean is a great product but it's very strong – be sure to wear a good pair of gloves – this stuff will eat skin! It works great on a variety of items. Please read the manufacturer's directions.

<http://www.supercleancorp.com/products>

Murphy's Wood Soap – This is a wonderful product for cleaning wood surfaces. You can actually "wash" the wood. It's great for kitchen cabinets and doors.

<http://www.colgate.com/MurphyOilSoap/home>

Liquid Gold – It's a great follow up with Murphy's Wood Soap. The wood surfaces will look noticeably better. <http://www.scottsliquidgold.com/scotts-liquid-gold/about.html>

Mr. Clean Magic Eraser – There are a few different versions made. Magic Eraser can remove scuffs and marks from walls and doors. It's easy. It may damage the finish of some painted surfaces so try a test area. http://www.mrclean.com/en_US/magic-eraser.do

Ammonia – Good 'ol ammonia is a good general cleaner. It kills odors. Mix ammonia with a bit of water and it's a good glass cleaner. It's great for polishing chrome. NEVER mix ammonia bleach with other household cleaners it can produce toxic gases.

Note: If you have found a great household cleaner or have a cleaning tip – please share it! We'd love to hear about it.

KEEP IN MIND

Many things can be done more economically by the Tenant than by the Landlord. For example, trash removal is usually far more expensive for the Landlord to arrange for a one time pick up with a hauler than it would have been for the Tenant to simply arrange for an extra trash pick up by his/her usual trash collector. Yard work is often the same type of situation.

Address any maintenance issue early on. If an appliance is in need of repair or if there is damage to be repaired – even if it is the Tenant's responsibility, it will be easier to arrange a service call before move out. It's always easier and more economical to correct a problem before it's an emergency!

Would you clean someone else's house for free? No one will. You will be charged \$25.00 to \$35.00 per hour, usually billed per 15 minutes, for basic cleaning and minor repairs needed to put the property into move in condition. This fee is charged for whether it's for cleaning sinks or replacing a light bulb. In addition, you will be charged for the light bulb. If a hauler is needed to haul trash, you will be charged. You will not be charged for normal wear and tear. But dirt is never wear and tear. You will be charged for damages to the property that weren't present prior to your move in.

JUST ASK!

If there is anything you are unsure of; something you are not sure how to clean or something you are worried that might be damaged – ask! Our goal is to return your entire security deposit and we are happy to assist you to in making that possible.

BE CHARITABLE

When you are moving it's a great time to clean out and discard items you no longer need. Consider donating usable discards to a charity. Most charities have a drop off site. Some charities may even have a pick up service but pick ups may be limited to certain days – schedule early. If that doesn't work consider offering the item(s) free on Craig's List.

BE SURE

Be sure all utility bills have been paid. (gas, water, electric, alarm monitor fees, etc.)
Be sure you have met all your financial obligations under the terms of your lease.
Be sure you have stopped all delivery or other services to the property. (newspaper, dry cleaning, cable TV, etc.)
Be sure your forwarding address (your new mailing address) and phone number(s) has been sent to the property manager.
Be sure you have contacted the US Post Office to forward your mail.

REMINDERS & FINAL ITEMS

Utilities – Call for final readings of utilities. **DO NOT HAVE UTILITIES TURNED DISCONNECTED.** Remind the utility company that the utilities should not be disconnected as they will be transferred. Give the utility company your forwarding address.

DO NOT TURN FURNACE OFF IN WINTER. Set at no lower than 60 degrees. Return all keys (including keys to any storage or out buildings). Failing to do so will cause you to be charged for replacement and/or re-keying.

A statement will be sent to you detailing the amount of money (if any) that is withheld from your deposit. The statement will be sent within 60 days of the termination of your lease. (See your lease for specific information.)



CONGRATULATIONS!
WE WISH YOU ALL THE BEST IN YOUR NEW HOME.



Michelle Marie Kinney is the Employing Broker of Property Shoppe, LLC. Michelle serves on the Professional Standards Committee of the Pikes Peak Association of Realtors.

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