

MOVE-OUT PACKET

FOR INN-TOWN HOMES & APARTMENTS

614-294-1684

ANSWERS TO YOUR QUESTIONS: SECURITY DEPOSIT RETURNS

➤ **WHEN DO WE NEED TO BE OUT OF OUR APARTMENT?**

If you did not renew your lease with Inn-Town homes for another year, and you are not a transfer with Inn-Town Homes, **you must vacate your apartment no later than 6PM on the day that your lease expires.** Please note that the end date of your lease is on this packet. NO HOLDOVERS WILL BE TOLERATED.

As much as we would like to accommodate everyone, we cannot allow residents to stay over in their apartment any extra days. With our extremely tight turnover schedule, it is not possible. **FAILURE TO VACATE YOUR APARTMENT ON TIME WILL RESULT IN A \$500.00 FINE PER DAY CHARGE.**

PLEASE NOTE: According to your lease, you must keep your utilities (with the exception of Cable and Internet) turned on in YOUR name until the end of your lease date, which again, is noted at the top of this packet.

➤ **WHAT IS THE PROCEDURE THAT WE MUST FOLLOW IN ORDER TO MOVE OUT AND GET OUR SECURITY DEPOSIT MAILED BACK TO US?**

Upon moving out of your apartment all residents must turn in their key(s) **at the same time, by 6pm on your move out date.** This includes keys to the apartment, the mailbox key(s), and if applicable, complex front door keys and laundry room keys. Keys turned in after that deadline will not be credited to your account. Failure to turn in all keys will result in a charge to change your dead bolt lock. Also, no single or unlabeled keys will be accepted.

A KEY RETURN FORM, which is included in this packet, must be filled out as you turn in your keys. You can also get this form from our office at any time during our business hours, on our website under Printable Documents, and they will be left on the front door to our office after business hours during move-outs.

If you want to turn in your keys after office hours, there is a DROP SLOT next to our front door where you can drop your Key Return Form and your Keys (clearly labeled) in an envelope into the DROP SLOT.

One forwarding address will be left with Inn-Town Homes as to where you would like the Security Deposit check for the apartment to be mailed back to you. This will be decided by all residents and filled out on the appropriate form given to you by Inn-Town Homes.

➤ **WHEN WILL I GET MY SECURITY DEPOSIT BACK?**

Your security deposit will be sent to you postmarked thirty days after the expiration of your lease agreement pursuant to the Ohio Lease Law. Due to our heavy workload during this time of year, returns are never mailed any earlier than thirty days and there are **NO EXCEPTIONS** to this rule.

We mail the Security Deposit Return (SDR) to the ONE forwarding address that you give us. If we are not given a forwarding address, the SDR is mailed back to the apartment address in which you lived with us, in hopes that you forwarded your mail through the U.S. postal service. We strongly suggest that each roommate forward your mail through the U.S. postal service before you move. You can visit www.usps.com to find out more information on how to do this.

➤ **HOW DO WE GO ABOUT CASHING OUR SECURITY DEPOSIT CHECK?**

Enclosed with the check will be a detailed itemization of any and all deductions against your Security Deposit. A copy of the exact sheet used to grade the condition of your apartment is included in this packet. Because Inn-Town Homes cannot be aware of who caused what damage, if any, to the apartment, **we issue only ONE check per apartment and DO NOT write individual checks.** The Master lease that you signed to live in the apartment is a joint lease, making each person responsible for the apartment; therefore we do have to issue a joint-party check to the residents of the apartment. **The check is a multiple party check and MUST be endorsed by ALL parties listed on the check before it can be cashed. Due to new bank policies as of 2 years ago, ALL PARTIES ON THE CHECK MUST BE PRESENT AT THE BANK IN ORDER TO CASH THE CHECK.**

➤ **WHAT IF WE ARE ALL NOT IN THE SAME TOWN, MAKING IT DIFFICULT TO SIGN THE CHECK AND BE PRESENT TOGETHER AT THE BANK IN ORDER TO CASH IT?**

Inn-Town Homes does realize the inconvenience this bank policy causes for most students. So, for your convenience, we have created a form that we mailed to your apartment in June, which is also included in this packet. Its purpose is to help out in the situation where all residents of the apartment cannot be present at the same time to cash the check. **You have the option to put the check into one person's name and then have that person cash the check and distribute the money amongst yourselves. In order to have this done, you must fill out the correct form and turn it in to our office within 24 hours of the end of your lease date. ****You can find this form on the second to last page of this packet.******

➤ **WILL WE GET TOWED IF WE HAVE OUR MOVING VEHICLES PARKED IN THE LOT WHILE WE ARE MOVING OUT?**

Please note that we will call off towing for the parking lots the day before and the day of the end of your lease date. If you need to park a moving vehicle in your lot any time before those days, please stop in our office to see about obtaining a temporary parking pass for the days needed. Otherwise, if you park in the lot without a temporary parking pass, you will be towed at your own expense.

WE ABSOLUTELY DO NOT ALLOW PODS TO BE PARKED ON OUR PROPERTY OR IN OUR PARKING LOTS AT ANY TIME!!

➤ **DOES INN-TOWN HOMES HAVE ANY TIPS/ADVICE ON HOW TO GO ABOUT GETTING OUR SECURITY DEPOSIT BACK IN FULL?**

Some examples of deductions from Security Deposits can be: late fees for rent, unpaid rent, maintenance repairs due to negligence of residents and guests, unclean apartments and any damages.

Enclosed with the check will be a detailed itemization of **all deductions, if any**, against your Security Deposit. Again, a copy of the exact sheet used to grade the condition of your apartment is included in this packet to use as a guide. This is to help you to remember who did what damage (if any), and whose deposit it should come out of.

CLEANING YOUR APARTMENT IS A BIG PART OF GETTING YOUR SECURITY DEPOSIT BACK. Before cleaning your apartment, look at the security deposit sheet that we use to evaluate your apartments after you move out. There is a copy of this sheet attached to the back of this packet. The following tips are helpful. Please keep in mind that **in order for you not to be charged for an item of cleaning, we should not have to RECLEAN IT – it should be ready for the new residents. If we have to redo it, you will get charged for it.**

PLEASE KEEP IN MIND THAT IF YOU TOOK THE APARTMENT AS-IS DUE TO AN EARLY MOVE-IN, YOU ARE STILL RESPONSIBLE FOR CLEANING THE ENTIRE APARTMENT OR YOU WILL BE CHARGED FOR CLEANING.

TIPS FOR CLEANING

VACUUM YOUR CARPET THOROUGHLY. If you notice that your carpet is still abnormally dirty after vacuuming, please don't bother to steam clean it. You will be charged on a per room basis for carpet cleaning that is beyond normal wear and tear. These charges are outlined in your lease. However, vacuuming will eliminate an additional vacuuming charge. **Remember: Damage to carpet caused by cigarettes, irons, bleach, chewing gum, acetone, peroxide, and red dye #2 (Kool Aid) cannot be rectified. Stains, burns or gum spots will result in charges for repair or replacement depending on the location and extent of the damage.**

DON'T FORGET ABOUT YOUR ENTERTAINMENT SHELVES & YOUR FIREPLACE. A lot of people forget about the built-in shelves in your living rooms. Don't forget to clean off spills or rings left from glasses or bottles or any other surface grime. Don't forget to dust the shelves and put them all back where they were when you moved in, if they are removable.

A good way to clean your fireplace is to vacuum it and wipe it down with a wet rag.

PAY EXTRA SPECIAL ATTENTION TO KITCHENS AND BATHROOMS.

These are the rooms that we find to be the **dirtiest** after move-outs, where we have to hire someone to go back in and clean and/or re-clean these areas, and in turn you would get charged. So please pay special attention to these areas. Refer to the security deposit sheet that we have supplied in this packet to see what we look for.

In the Kitchens, don't forget about:

- Cleaning inside and out of the oven and underneath the stovetop (under the burners)!

- Cleaning the splatters on the walls and wall panels surrounding the stove and down the side of the stove itself.
- Cleaning underneath the refrigerator and stove. You'd be surprised at how easy it is to move those appliances away from the wall. They slide out nicely. And you'd be even more surprised at how dirty they get underneath and behind them. **Don't neglect these areas!**
- Washing down and cleaning the pantry shelves and the fronts of cabinets and inside on the shelves of the cabinets. Food splatters tend to fly everywhere, if you take a close look, you'll find them.
- Wiping down and cleaning inside of refrigerator. A lot of people forget about this one, but it is very important. Refrigerators tend to get very messy and dirty. **Make sure you do not use any sharp objects to scrape off any food in the fridge. It can cause irreparable damage. Don't forget under the drawers in the fridge as well!**
- Wiping clean and even vacuuming your **cold-air return grills.**

In the Bathrooms, don't forget about:

- Cleaning the bathtub/shower panels on the walls. They may have soap scum and mildew on them that needs to be cleaned off with bleach or other bathroom products.
- Scrubbing the bathtub door tracks. A good way to clean them is to spray mildew remover into the tracks and scrub them out.
- Cleaning the splatters off the mirrors.
- Wiping out the vanity cabinet and any other cabinets or shelves in the bathroom.
- Mopping the floor, especially behind the toilet.
- Cleaning the toilet and don't forget the seat on top and underneath!

CLEANING THE WASHER/DRYER.

You must wipe down the entire exterior of the machine fronts and sides thoroughly. You need to remove the dryer filter and clean out all the lint and debris from it. The floor of the laundry area needs vacuumed and mopped to remove all detergent, dryer sheets, trash, etc.

WIPE OFF THE WINDOWSILLS.

FRONT DOOR. The front door must be washed thoroughly inside and out to remove all finger prints, footprints, bike tracks, food, etc.

BEDROOM DOOR LOCKS. Don't forget if you have put locks on your bedroom doors, **you must put our original door knobs back on.** If you fail to do so, you will be charged. If you have removed any closet/pantry doors, it is your responsibility to put them back on.

We sincerely hope this Move-Out packet helps you and your roommates end your residency with Inn-Town Homes on a positive note. If you have any questions about this packet, please feel free to call our office during our office hours.

Thank you for your cooperation,

Inn-Town Homes

BUSINESS HOURS

M-F 10:00am - 6:00pm