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# The Apartment Store

Real Estate Group

"How to Get All My Security Deposit Back"

Manual

**Provided to our residents by:**

**The Apartment Store**  
6 Marshall Drive Apartment J17  
Camp Hill, Pa. 17011  
[www.apartmentstore.com](http://www.apartmentstore.com)

We strongly prefer the situation in which the entire security deposit is returned. It saves us time, hassles, and in the long run, money. Accordingly, we give this manual so you will know what needs to be done to a unit so we might turn it over to the next resident without doing additional work. Once you have performed the following work satisfactorily, your entire deposit will be returned promptly.

## **KITCHEN**

Cabinets and drawers - cleaned inside and out.

Counter top and backsplash - thoroughly cleaned.

Refrigerator - must be defrosted, cleaned inside and outside and turned back on the lowest setting. DO NOT USE A KNIFE TO SCRAPE THE ICE. If the knife should happen to slip and puncture the freezer, you will be charged to repair the hole or replace the refrigerator.

Range - clean the top, back, front, oven, broiler, and underneath the top burners. If you have a smooth glass range top, only a cleanser that is designated for smooth glass range tops may be used. If any other cleanser is used and the top is damaged or scratched, lessee agrees to be responsible for all costs to replace or repair.

Range Hood - clean underneath, the filter, and the light cover, don't forget to clean the top.

Floor - must be scrubbed and waxed (unless it's vinyl no-wax), underneath range, and refrigerator as well as the open areas.

Lights - shades should be taken down and washed then re-hung.

Ceramic Tile - must be cleaned and shining with no scum or grease left.

Fire Extinguisher - must be wiped off.

Window - must be cleaned inside and outside with no streaks - the windowsill must also be cleaned along with window tracks free of debris.

Blinds - must be taken down and washed with soap and water and dried and re-hung.

Dishwasher and Microwave - must be cleaned inside and outside, don't forget to wash the top of the door.

Outlets and Switches - must be wiped off.

## **BATHROOM**

Ceramic Tile - must be cleaned and shining with no soap scum left.

Bathtub enclosures - must be cleaned with no powder residue left.

Bathtubs - cleaned inside and outside with no powder residue or hair left behind.

Toilets - cleaned inside and outside and especially around the base at the floor.

Medicine Cabinet - cleaned inside and outside; also clean mirror.

Sinks - must be cleaned with no powder residue or hair left behind.

Vanity - must be emptied and wiped out and the outside and top wiped off.

Floor - must be scrubbed and waxed (unless no-wax or ceramic tile).

Lights - must have the proper bulbs that are working and cleaned.

Soap dish and Toothbrush holder - must be cleaned top and bottom.

Toilet paper holder - wiped clean and toilet paper removed.

Shower Curtain - must be removed, along with shower rings.

Heat Registers - must be cleaned.

Towel Racks - must be wiped off.

Baseboards - must be cleaned off.

Outlets and Switches - must be wiped off.

## **GENERAL**

Carpets - must be **professionally cleaned** by a cleaning service to remove all stains and ground-in dirt. Receipts should be turned into the office when you return your key.

Hardwood Floors - must be scrubbed, waxed and buffed.

Blinds - must be taken down and washed with soap and water and dried then re-hung. Please make sure soap streaks are gone.

Tile Floors - should be cleaned and waxed, (unless they are no-wax vinyl or ceramic tile). Pay particular attention to not miss the edges.

Dining room light - must be cleaned, no streaks.

Railings - must be cleaned.

Windows - cleaned inside and outside with no streaks, windowsills must also be cleaned. Some windows can be removed from inside the apartment for easier cleaning in the upper floors.

Furniture - must be dusted and shining, if glass, and assembled. All the furniture that you rented must be in your apartment..

Sliding Glass Door Tracks - should be cleaned of debris and scrubbed.

Balconies and porches - (both front and back) - must be cleared of debris and swept.

Furnace rooms - must be completely empty and swept and scrubbed, if tile.

Smoke Detectors - must be there and working.

Cobwebs - must be swept down.

Apartment Foyers - lights and door windows must be cleaned and floors swept and scrubbed.

Light Shades - must be taken down, washed and put back up.

Screens - must be on windows.

Closets - all items must be removed, floors and tracks cleaned along with shelves dusted.

Switches and Outlet covers - must be wiped clean.

Walls and Ceilings - should be washed clean of spills, finger marks, bike tire marks and any other marks. These are not considered normal wear and tear.

Baseboards - should be dusted at the minimum but scrubbed if necessary.

Vents - may be located in the wall or ceilings in the kitchen or baths. These should be taken down and cleaned thoroughly.

## **CLEANING SUGGESTIONS**

When you are done cleaning the oven, turn it on for a few minutes. If it dries with a white residue left, take a clean wet cloth and wipe it clean.

When you are done in the bathroom, kneel down and look at the ceramic tile by the tub to see if the soap scum is completely gone. Also, look at the soap dish and toothbrush holder this way to make sure that the bottoms of these are clean. Check the bathroom in particular to make sure that all hair is gone.

When you are finished in the kitchen, look at the ceramic tile at an angle to check for any grease spots that may have been missed. Also, don't forget to check the bottom and edges of the range hood for leftover grease.

Don't forget the closets. These must be cleaned, swept and scrubbed.

Your apartment will be checked as much by touch as by sight. Run your hand over your counter and your bathtub and sink. If you come away with a white powder, it probably needs to be wiped off.

## **OTHER DEDUCTIONS**

In addition to any cleaning charges, the following items will be deducted from your security deposit if they are not paid before the end of your lease:

***Late fees, any outstanding invoices, any unpaid rent, any charges for returned checks, any legal fees that may have been incurred and any additional damage to either the apartment itself or the furniture.***

Prior to your moving out you will probably become aware of many other companies that will solicit your carpet cleaning business. They may offer substantially lower prices but you should beware - a number of these companies are not established businesses; their equipment is not of professional quality and the work is often substandard. If when we inspect your apartment, the carpet cleaning is not up to our standards, we will first try to contact your cleaning company and ask them to come back and re-clean. If we are unable to reach them or they refuse we will

have the carpet re-cleaned by one of our cleaning services and you will be charged.

You may want to inquire as to the amount you will be charged for cleaning. Our contractors normally charge between \$25-\$38/hour for general cleaning. You will be charged exactly what they charge, plus a 15% administration fee.

## **FINAL NOTES**

When you are finished cleaning your apartment and are ready to check out, this is the proper procedure:

1. Come to the rental office at  
6 Marshall Square, Apartment J17  
Camp Hill, Pa. 17011

Pay all rent and any delinquent charges.

2. Leave a forwarding address for the security deposit. Remember the security deposit check will be in all the lessee's names. In the past some of our residents have had trouble cashing checks because all names are on it. If you would prefer to have separate checks, it can be done if you give us a written statement to this effect, i.e.

"WE THE TENANTS OF APARTMENT # \_\_\_\_\_ LOCATED AT  
\_\_\_\_\_ WOULD LIKE TO HAVE SEPARATE AND  
EQUAL CHECKS FOR THE SECURITY DEPOSIT RETURN".

This statement will need to be signed by all lessees. We will then need a forwarding address for each resident.

If this is not completed by the termination of the lease, the deposit will be returned in the form of one check. If you later request separate checks, there will be a charge of \$30.00 for a stop payment fee, and an additional \$10.00 per check for administration fees.

3. Contact the Post Office to change your mailing address. You may also do this online by logging onto [www.usps.com](http://www.usps.com).
4. You will need to return your keys to The Apartment Store Rental Office.

**IF THE DOOR KEY AND MAIL BOX KEYS ARE NOT RETURNED BY  
12:00 PM ON THE TERMINATION DATE OF YOUR LEASE, YOU WILL**

BE CHARGED FOR A LOCK CHANGE.

5. If you turn your keys in when the office is closed, please enclose keys, receipts and forwarding address in an envelope. The envelope can then be placed in our drop slot located at the Rental Office.

You security deposit will be returned within 30 days from the termination date of your lease. Included will be an itemized list of any damages and any other deductions.

We thank you for your cooperation and we trust your stay with us has been a pleasant one. Best of luck in the future!