



A Division of Keystone Real Estate Group, LP

How to Get Your Security Deposit Back Manual

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We strongly prefer the situation in which the entire security deposit is returned. It saves us time, hassle, and in the long run, money. Accordingly, we give this manual to you, 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.

KITCHEN:

CABINETS & DRAWERS: Cleaned inside and out.

COUNTERTOP & BACKSPLASH: Thoroughly cleaned.

REFRIGERATOR: *DO NOT UNPLUG OR TURN OFF THE 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 with repairing the hole or replacing the refrigerator.

RANGE: Clean the top, back, front, oven, broiler, and underneath the top burners. (Instead of cleaning the drip pans it is usually cheaper to replace them).

MICROWAVE: Clean underneath, the filter, light cover, and the top.

FLOOR: Must be scrubbed underneath the range, refrigerator, and open areas.

LIGHTS: Shades should be taken down, washed, and re-hung.

FIRE EXTINGUISHER: Must be wiped off.

WALL: Must be cleaned and free of food, scuffs, etc.

DISHWASHER and MICROWAVE: Must be cleaned inside and out, including the top of the door and in the seals.

OUTLETS & SWITCHES: Must be wiped off.

PATIO/BALCONY:

CONCRETE: Must be cleaned free of trash and debris.

STORAGE AREA: Must be cleaned out and swept.

BATHROOM:

FLOORING: Must be cleaned and shining with no soap scum residue.

SHOWER ENCLOSURES: Must be cleaned with no powder residue.

BATHTUBS: Cleaned inside and out with no powder residue or hair left behind.

TOILETS: Cleaned inside and out, especially around the base at the floor.

MEDICINE CABINETS: Clean inside and out. Mirror must be free of streaks, residue, and spots.

SINKS: Must be cleaned with no powder residue or hair left behind.

VANITY: Must be emptied, wiped out, and the outside and top wiped off.

LIGHTS: Must have the proper bulbs that are working & cleaned. All bulbs must be the same style, which means vanity specific (typically 40 watt) bulbs.

SHOWER CURTAIN: Must be removed, along with shower rings.

HEAT REGISTERS: Must be cleaned.

TOWEL RACKS: Must be wiped off.

BASEBOARDS: Must be cleaned.

LIVING ROOM:

CARPETS: Must be thoroughly vacuumed and free of all debris. We will contract OUR professionals to have the carpets professionally cleaned. Please do not hire your own carpet cleaner. We will not reimburse you if you choose to do this. The carpet cleaning charge will be deducted from the security deposit as per your lease agreement.

HARDWOOD FLOORS: Must be cleaned thoroughly.

BLINDS: Must be taken down and washed with soap and water, dried, then re-hung. Please make sure soap streaks are gone. (Instead of cleaning the blinds, it may be cheaper to replace them).

DINING ROOM LIGHTS: Must be cleaned, no streaks.

WINDOWS: Cleaned inside and out (where applicable) with no streaks. Windowsills & tracks must also be cleaned. Some windows can be removed from inside the apartment for easier cleaning in the upper floors.

FURNITURE: Must be dusted, glass shining (when applicable), and fully assembled. All the furniture that you rented must be in your apartment. Do not forget to lift the cushions on your sofa and/or love seat and vacuum under them.

UPHOLSTRY CLEANING: All couches and love seat(s) should be thoroughly cleaned. If there are any stains/ marks on the couch(es)/ love seat(s), we will have the upholstery professionally steam-cleaned, and the amount will be deducted from your deposit.

SLIDING GLASS DOOR TRACKS: Must be cleaned of debris and scrubbed.

STORAGE ROOMS: Must be completely emptied and swept.

SMOKE DETECTORS: Must be hung in designated area and working properly. (Contact maintenance if batteries need replaced or the detector is not working).

COBWEBS: Must be swept away.

FOYERS: Lights and door windows must be cleaned, and floors swept and scrubbed.

LIGHT SHADES: Must be taken down, washed, and put back up.

LAUNDRY ROOM: Washer and dryer must be emptied. Lids, doors, rims, etc. must be free from detergent and lint. Floors and walls must be scrubbed clean and free from debris.

SCREENS: Must be present on all windows.

CLOSETS: All items must be removed. Floors, doors, and tracks must be cleaned, along with shelving units.

LIGHT 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. We recommend using Mr. Clean magic erasers.

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 a white residue appears, take a clean wet cloth, and wipe it clean. When you are done in the bathroom, kneel 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 the bottoms of these are clean.

Check the bathroom 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. Please remember the items that take the most amount of time cleaning are the oven,

refrigerator, and the bathtub. Depending how bad these items are, they can each take up to three hours of cleaning.

When you are finished cleaning your apartment and are ready to check out, please do the following:

1. Come to the leasing office.

- 2. Pay all rent and any delinquent charges.**

3. Our office will have you fill out a "Surrender of Possession Form" and will need to know if the apartment is COMPLETELY vacant and ready for inspection. At this time, all apartment and mail keys must be returned to The Apartment Store.

4. On the "Surrender of Possession" form, please provide a forwarding address to mail the security deposit.

5. Contact the post office to change your mailing address or to have your mail forwarded. You may also complete a form at www.usps.com.

6. Remember to return any rented equipment to your cable provider to avoid being charged for these items.

7. IF THE DOOR KEYS (BEDROOM, ENTRY, AND/OR STORAGE) AND MAILBOX KEYS ARE NOT RETURNED AND/OR RECEIVED BY NOON ON THE TERMINATION DATE OF YOUR LEASE, YOU WILL BE CHARGED FOR A LOCK CHANGE.

8. If you turn your keys in after hours, please place keys, a forwarding address, and a statement letting us know if the apartment is vacant and ready for inspection.

9. Your security deposit will be returned within 30 days of the termination date of your lease. Included will be an itemized list if there are any of damages and other deductions.