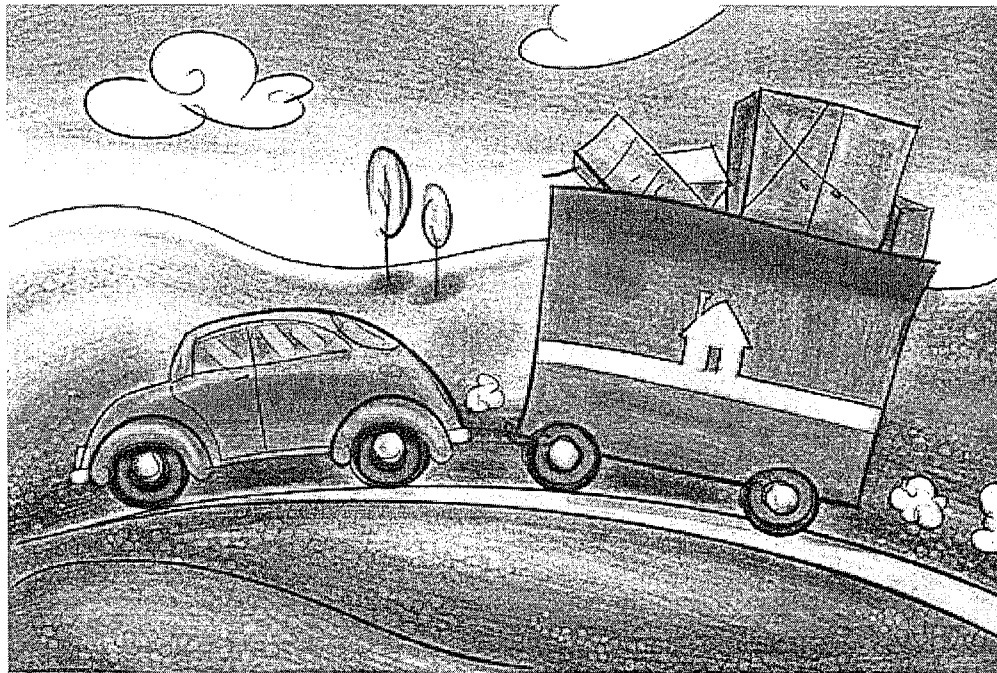




Apex Property Management, Inc.

Apartment / House Move Out Guide

A guide to help you avoid being charged for damages and / or cleaning when you leave your apartment or house.



**THANK YOU FOR LIVING AT AN APEX
RENTAL!**



Included in this packet is the following:

- Move out Procedures
- Cleaning Guide – documentation from Apex and cleaners as to the detail cleaned. READ CAREFULLY
- Cleaning Check List
- Vendor Information for Minor Repairs
- Apex Cleaning Check List – we use this to assess what needs to be cleaned – USE THIS SHEET AS A GUIDE TO RE-CHECK YOUR CLEANING...return this sheet when you return your keys

Reminder: Once keys are returned, no one is allowed back in the unit for any reason.



Apex Property Management Move Out Procedures

Move Out Procedures:

- 1) Remove all personal belongings
- 2) Clean unit
- 3) Return keys, parking permits, mailbox keys, storage keys, garage door openers, etc. to our office at 1801 F Street by NOON on the day the Lease expires.
- 4) Make sure you leave a forwarding address and phone number with the keys you drop off.
- 5) Move out inspection will be performed on your unit without you.

Damage and Cleaning Charges:

- 1) At inspection, Apex will document all cleaning, painting and damage issues found in the unit.
- 2) Items found will be compared with the condition checklist that was completed at move in.
- 3) You will be responsible for any damages or painting that are not considered normal wear & tear AND are not documented on the move in checklist.
- 4) You will be charged for any cleaning needed (unit must be clean for next tenant to move in).
- 5) All deposit refunds will be mailed from our office approximately 14 days from receipt of all unit keys.

Holdover Charges: If you remain in your unit for any reason beyond NOON on the date your Lease expires or fail to return keys by the same date / time, you will be charged a holdover fee equal to \$100 + the cost of the daily rent for each day in the holdover period.

Deposit Returns: Deposits will be returned in the names of all tenants on the lease as of the date of expiration. Request to split checks must be in writing and signed by ALL tenants. A fee of \$5 per check applies to any split checks. Deposits will be mailed to the forwarding address of any 1 tenant or to the rental address in absence of any forwarding address.

BEFORE YOU LEAVE....

Apex is anxious to assist you in leaving your unit in good condition so a new tenant may move in soon after you vacate. Here are some little things that make a difference...

This is a list of items that tenants frequently miss and result in charges....

- Burned out light bulbs
- Non-conforming light bulbs
- Missing or dead smoke detector batteries
- Broken Blinds
- Bent / Ripped or damaged Screens
- Cleaning product residue left on surfaces
- Leaving greasy residue on exhaust fan and hood or along sides of stoves
- Under crisper drawers not cleaned
- Leaving soap scum on tub or mold on bathtub
- Not vacuuming behind washer / dryer
- Not wiping down all cabinets – inside and out
- Soap / mold around seal of refrigerator or dishwasher
- Not vacuuming carpet (carpets are steamed cleaned but you must vacuum first to remove any loose debris)

Visit our website at www.apex-property.com for a cleaning instruction video of items commonly missed.

FORWARDING ADDRESS: Did you remember to put a forwarding address change with the post office? You can do this through a link on our website or pick up related paperwork at the post office directly. This will ensure all future mail will be forwarded.

Electric / Utility Transfer: Electric must remain in your name until the date keys are returned to our office. Schedule directly with PSE to cancel charges as of the date keys are returned. Do not forget to transfer cable, internet or other related services.

Houses: Garbage/Recycling bins must be empty on day of move out. Call for any special pickups from SSC if needed. Make sure all your garbage, water/sewer, and gas bills are paid through date keys returned.



Apex Property Management Cleaning Guide

Notes Received from Cleaners on How to Make a Unit Rent Ready

Apex WANTS you to get back your deposit. Remember, carpet cleaning is an automatic deduction. Cleaning is something that is not charged UNLESS the unit is not fully cleaned. Surface cleans, which most of us are good at doing is not the same type of detail clean needed when you vacate the unit. We have put together some information for you to help with making sure your unit is clean.

First and foremost, understand Apex (unlike some companies) in no way benefits or profits from sending in cleaners. Cleaners are not our employees, we do not mark up their bills, nor do we profit in any way from any money they receive. In fact, sending in cleaners creates more work for us. For example it requires documentation, writing up work requests, getting keys ready for sub-contractors, checking out and checking in keys, re-inspection of units, etc. In other words, extra work means a higher cost to us and we do not wish to add more work during our busiest time of the year! Thus the 'Exit Fee' we charge is what helps reimburse us for a portion of this cost.

Our thorough move out process developed when we first started the business out of the criticism we received regarding units not being clean enough. On the "surface" they looked clean but when new tenants (with their parents) moved in they would pick out every detail in the unit. In response our inspections became incredibly detailed. We went through over 20 different cleaners to finally find the ones who were good enough to clean to the level tenants require. In order to clean at this level, the cleaning time doubled or in some cases tripled. Consequently, the cost to clean increased. Many people do not think the times to clean are warranted. But, quite frankly, many people do not really know how to clean to such a professional level.

Ultimately, this change has made the move-in experience less stressful because tenants don't have to clean when they move in. Do we still miss things even with a detailed inspection? Sure. Do even the best cleaners miss some things when cleaning? Sure. No one is perfect but we try to the best of our ability to have a spotless apartment. The goal is to have a new tenant move in with no signs left of a previous tenant other than damage that cannot be fixed or cleaned.

When cleaners go into a unit, it is hard to "spot" clean. Or in other words, if the clean was fairly good but small things were missed (i.e. crumbs in drawers, cleaning residue left in stove or tub or on chrome, hair in drawers, light fixtures dirty, etc.) the cleaners have to almost re-clean these items to make sure everything is caught. You cannot just "pick

out" a crumb. You have to re-clean the drawer. The overall amount of time it takes to clean is affected by how well a tenant cleaned the unit in the first place.

If you prefer, Apex can provide you with a list of our cleaners that you can hire directly. If we find something is not cleaned properly during our move out, I know these vendors will stand behind their work and go back to fix whatever is needed. You will be able to watch them work yourself and see how they spend their time.

On the following pages is a compilation of notes we received from our cleaners to try to explain the time that goes into a clean. On average, it takes 8 hours to clean a studio or 1-bedroom apartment from start to finish assuming the previous tenant made no attempt and the place was left filthy. These times increase the larger the unit (add additional 1 to 2 hours for each additional bedroom or bath). Remember, anytime you spend cleaning means the less time it will take for someone else to clean. We hope you find this information helpful and begin to have a better understanding of what goes into the cleaning process.

Thank you,
Apex Property Management



Apex Property Management Cleaning Guide

Notes Received from Cleaners on How to Make a Unit Rent Ready

KITCHENS

Light Fixtures: These are a pain to take down and are more than likely covered with a fine to medium layer of grease on the outside rim. Which means before you can actually wash them, you have to rub them down with goo gone - an oil substance that break down grease. Then of course you still have to wash and dry them.

Fridge/Freezer: Take out, wash and dry, and magic erase (for scuffs) all components (racks, drawers, shelves). Under the freezer tray, 90% of the time, is filled with crumbs, and big piles of melted food residue. Unscrewing the freezer tray is tedious; you have a total of four screws to undo before you can actually clean anything. If the place is a nicer unit or a house, the fridge then has glass shelves, which means when something spills it can now crystallize and become a sticky mess where it runs off the shelf and hardens on the plastic/metal support bracket. Cleaning the outside is never easy (especially the top) because it is usually covered with grease and/or spills (especially the side that is closes to the stovetop). The seal around the fridge door must also be cleaned to remove all crumbs, dirt, marks, etc. The fridge should also be pulled out to clean floor and wall.

Stove/Oven/Hood: THE HIDDEN X-FACTOR IS GREASE. While the hood is usually splattered with thick yellow grease balls that we have to scrub off with a combination of SOS pads and goo gone. You need to make sure you get all lips and surfaces of hood. If the fan filter is removable, we remove this and wash (often grease & grim gets caught in the filter coils). The stovetop doesn't always show the grease as badly as it is (especially the control panel). Therefore, a seemingly easy wipe is stopped short by the slow and painful process of rubbing grease off the stovetop controls/panel. All residue and grease on and around controls must be removed. Inside the oven the huge black spots that seems to determine how bad the oven is, isn't actually the time consuming factor at all. The large spots can be scrubbed both fast and easily because of the fact that it IS on the bottom and its flat. What takes forever are the thousands (literally) of black splatters that spray on the side of the oven where it is impossible to fit any tools into the small grooves. We have to break little pieces of the cleaning rock we use with a screwdriver and rub over the dots at least 2-3 times to break them up. Then scrub, rinse and dry the entire inside of the oven and door. You must also remove all racks from oven and drip pans, etc and scrub / clean. The stovetop on most models lifts up and you must clean underneath, the sides, etc. to remove all crumbs, grease spills, etc. If the stove has a bottom drawer,

this must be removed and cleaned underneath the oven plus clean all sides, etc. of the drawer.

Cabinets/Drawers: Same as bathroom really, except the outside, top of the cabinets are usually coated with grease and need to be wiped with a saturated goo gone rag and the newer white cabinets found in many units can be wiped down with magic eraser to remove any griminess that wont wash off with just a rag. Most people forget to wipe the sides and fronts of the cabinets, especially the hinges where the cabinet drawers roll (hinges often get crumbs / dirt in tracks, etc). All marks, crumbs, residue, etc. must be removed.

Dishwasher: Scrub inside walls and bottom to remove all marks, food, mold, and residue. Clean all seals (and in creases of seals) to remove same as mentioned above.

Sink: Scrub sink, under faucet handle and neck. Plus clean in all creases around edges and sink drain. Clean garbage disposal overflow and drain stops.

Floors / Counter Tops: Scrub and wipe down until all food, marks, grease and residue is removed. The floor is cleaned best when scrubbed by hand.

BATHROOMS

Light fixtures: we have to get on a ladder or hop on a counter to wipe the bulbs, the top, and the face of the fixture; in some places we have to unscrew the fixture, take it down, wash it, dry it, and screw it back on. If it is chrome plated (90% are) and there is hair spray, minor rust, etc. we have to buff it out with steel wool or it will look spotty and not shiny. All bulbs are wiped clean of dust and dirt as well.

Exhaust Fans: Clean the dust, grime, hair spray residue, etc. from exhaust fan cover. If possible, we remove the cover and clean. Same procedures for exhaust fans in laundry area.



Apex Property Management Cleaning Guide

Notes Received from Cleaners on How to Make a Unit Rent Ready

Sinks: Pretty basic; however, if the sink has a plastic globe handle, 9 times out of 10 there will be mildew in the faucet handle and you have to pop off the center piece, unscrew it so that you can clean both layers by running a flat head screwdriver along it and/or flush it with water (depending on how bad) and then screw it back on. Same with shower faucet handles. All faucet handles, in creases and under faucet itself should be cleaned. In some sinks that are bad and/or just have hard water, a brown ring will form at the bottom and that has to be broken up with a flat edge, cleaning instrument (not too common in most apartments).

Exhaust Vents: We have to hop on a ladder, pull it down (that can be difficult), take it to the sink, scrub brush in between all the lines where the dirt wraps around it, dry it and re-install it.

Chrome: Almost nobody thinks to dust this or wipe this down in his or her lifetime, but it makes or breaks the A+ factor of the bathroom shining. Therefore in almost every unit we have to dust all the towel and toilet paper holders. If shower chrome is dull it's because it is caked in a layer of soap scum. You cannot scrub this like you would shower walls or you will scratch it. You have to take steel wool and a cream polish and buff it out.

Toilets: NO toilet wand here! We take our glove covered hand and go to town scrubbing not only the inside of the bowl but the base, the top, the tank itself and around the hinges and the lids. Then we have to dry all of it or it will look water spotted. Also we remove and dust / dirt around the shut-off valves.

Tub/showers: 99.9% of the time, if the shower isn't covered with soap scum, it has product resin all over it. That's because half of making a shower clean is what you do after you actually scrub it. Make sure it is rinsed thoroughly, dried well and in most cases, polished. If the bottom looks dingy at all, it takes a lot of elbow grease and a mildly abrasive cleaner and you can scrub brush the griminess out of the bottom. We also make sure all drains are free / clean of hair. Don't forget that in cleaning the shower, most people never dust around the top or wipe the outside. When it comes to showers with glass doors you might as well double the amount of time it takes to clean. That's because mildew can always be found under the shower door or in the tracks where the glass doors slide. In addition to the mildew, all the chrome that is around the perimeter is covered with fingerprints, shampoo and other miscellaneous matter that has to be polished out. Scrubbing alone does not clean almost every clear glass door! You have to make sure the glass is super dry and then use steel wool and or cream to

buff out the rest of the water spotting and scum.

Cabinets/Drawers: If they are really hairy (especially facial hair from razors) we have to vacuum them, and then wipe them. Most people forget to wipe the sides and fronts of the cabinets, especially the hinges where the cabinet drawers roll (this is the same with kitchen drawers). Any shelves in cabinets are cleaned – both top and bottom.

Floors: We mop all floors on our hands and knees so that we can actually get in the corners, wipe the dirt, and not swish it around with a mop. If the floor is textured at all and dirty, then sometimes you have to scrub brush the floor to clean the divots in the floor.

Towel Racks / Mirrors / Toilet Paper Holders: All these items are cleaned to make sure no residue or marks are left on the item.

GENERAL STUFF

Blinds: We have to twist the blinds down so that they can be drenched with water and a soapy solution to cut the griminess and dustiness. Then while we are drying we have to run our finger across EVERY slat on the set of blinds to not only wipe the part of the blind you see, but also the tiny bit that gets overlapped when they are closed. If blinds are really dirty then we have to flip them the other way and wipe them individually, except for this way you can't run your rag straight down because the flow of the blinds will get caught on the rag. If these were never cleaned during tenancy, the time to clean is longer. Candles can also cause soot that takes longer to clean (if not permanently stained). Blinds can add a lot of cost to a clean. Generally, it can take 20 min to 45 min. to clean depending on how dirty they are.

Washer / Dryers: Clean inside of unit and around edges of door to remove all lint, hair, dirt and dust. Clean and vacuum lint trap. Remove all soap residue. Wipe down the outside of both appliances. You then must vacuum behind appliances and around edges.

Baseboards / Closet Shelves / Hot Water Heater: Dust and wipe down where necessary. Vacuum around HWH.

Outlet Covers / Bulbs / Fixtures: Clean and remove all marks and dirt. Fixtures are often taken down to clean out bugs, etc.

Windows: Windows are all washed down if needed making sure no streaks are left.



**Apex Property Management
Cleaning Guide**

Notes Received from Cleaners on How to Make a Unit Rent Ready

Tracks: THE HIDDEN X-FACTOR - the soot from burning cheap candles!!! After we take a sharp cleaning instrument and a rag to wipe the inside and corners of the whole track to remove dirt and mildew, we then have to take a magic eraser around the perimeter to remove the black/gray film (soot) of the white vinyl frames. We sometimes have to vacuum bugs, dust, mildew and dirt first.

Wall Vents: Very tedious. Just vacuuming out the white heater vents doesn't work. You have to wrap a rag around a putty knife and individually wipe and dry each slat.

Baseboards/ Light Switches / Electrical Outlets: All these generally need to be dusted. Ones in kitchen or bathrooms can have a film over them that require more time.

Doors / Thresholds / Decks / Storage areas / Garages: All items should be wiped down and / or swept. Doorframes should also be cleaned where necessary.

Pet Issues: For tenants that have pets...this can add extra time as pet hair is everywhere and on everything.

This information covers the clean process for all the major items in the units. Refer to the Apex Cleaning List to view any other items that are cleaned in a unit. We find many people know how to do a great job on a surface clean. However, a surface clean is not the same as a deep clean.



Apex Property Management
Cleaning Check List
To be used as a guide...not all-inclusive

CLEANING LIST

• Kitchen:

◆ Refrigerator:

- Remove ALL FOOD from refrigerator and freezer areas
- Wash inside of refrigerator & freezer with warm water. Make sure inside is spotless (egg trays, door shelves, etc)
- Take out all drawers and wash in warm water - dry and replace.
- Wash and dry outside of refrigerator - **including the top of the refrigerator.**
- Move refrigerator out from wall and clean underneath. DO NOT TURN OFF OR UNPLUG
- If you do not have a frost-free refrigerator, you must thaw out the ice. Give yourself enough time to clean up the ice and excess water as it melts so it does not leak everywhere creating a big mess.
- Dust off grill at bottom of refrigerator.

◆ Stove:

- Remove racks, broiler pan and drip pans. Soak in hot water to clean (scrub if necessary), dry well and replace.
- Clean/Scrub inside of oven, top of stove, under elements (may need to lift up stove top) and pan drawer. If it is not a self-cleaning oven, you must use an oven cleaner and scrub where necessary.
- Wash and dry outside of stove.
- Pull out stove or take out bottom drawer and clean under stove.**
- Scrub the range hood and exhaust fan (it gets dusty on top). Clean filter.

◆ Cabinets and Drawers:

- Remove all items from cabinets and drawers.
- Wash cabinets inside and out. If something is sticky, make sure you scrub to remove it.
- Wipe out drawers with damp rag. If something is sticky, make sure you scrub to remove it.
- Scrub sink with comet or other cleanser and clean off all counter tops well.

• Bathroom (s):

- Clean bathtub, tile or surround around the tub. **SCRUB OFF ALL SOAP SCUM, DIRT & MOLD.**
- Clean inside and outside of toilet. **MAKE SURE YOU CLEAN UNDER AND BEHND TOILET.**
- Clean / scrub sink and all sink fixtures.
- Clean the inside of medicine cabinet or any other cabinets in bathroom.
- Clean all mirrors.
- Replace all burnt out light bulbs with proper replacements (ie: Heat lamp bulbs or Vanity bulbs)
- Wipe down exhaust fan covers in bathroom

• Laundry Areas:

- Remove all items from washer/dryer
- Remove lint from dryer**
- Clean inside the washer for any soap residue.
- Clean behind & under washer & dryer** – at the very least, sweep the sides if you cannot move the washer/dryer.
- Wipe down outside of both units*



Apex Property Management
Cleaning Check List
To be used as a guide...not all-inclusive

• Miscellaneous:

- Wash all light fixtures covers in warm water - rinse, dry and replace - bugs and dust accumulate in these.
- Clean off all outlet covers (electrical and lighting).
- Replace any burnt out bulbs.
- Clean windows, window tracks and windowsills (also tracks on sliding glass door must be cleaned.)
- Wipe down all closet shelves (bedrooms, hallway, bath, etc)
- Wipe down all doors (inside and out) - both interior and exterior doors
- If you have a garage, clean out all debris and sweep
- Vacuum all carpeted areas
- Clean/dust all blinds
- Scrub all vinyl floor areas (kitchen, bath, entry, washer/dryer areas, etc), including under and movable appliances (do this last)
- Dust all baseboards.
- Remove any garbage and dispose of properly – do not leave any items in the apartment that did not come with the apartment. If you leave garbage in excess of what can fit in the garbage can, you will be charged a dump fee.
(NO FURNITURE IN DUMPSTERS)

THIS LIST IS MEANT AS A GUIDE AND MAY NOT BE AIL-INCLUSIVE. THE APARTMENT / HOUSE SHOULD BE LEFT IN A CONDITION WHERE THE NEXT TENANT CAN MOVE RIGHT IN WITHOUT ANY ADDITIONAL CLEANING. THE GOLDEN RULE IS IF IT CAN BE CLEANED, SCRUBED, MOPPED, VACUUMED, DUSTED, ETC, IT SHOULD BE DONE.



Vendor Information for Minor Repairs

For minor repairs, you can eliminate the middleman cost of labor at \$35 per hour by doing the repairs yourself. BUT REMEMBER, all repairs must be done properly without causing damage and must conform to similar items in the unit.

Remember, Apex will not authorize any repairs such as wall, door, carpet, vinyl or other major repairs. We can also not authorize any painting to be done by tenants. However, there are some minor things you can do to save money that are limited to the following:

Broken Blinds: Any broken blinds, missing blind handles, broken vertical blinds, etc. will be charged to tenant at move out if not on original checklist. Any replaced blinds must be the same as the one replaced. You can get blinds at American Blind and Drapery on State Street. Their phone number is 360-676-1121.

Broken, missing or cracked Light Fixtures: Again, must replace with the same style, color and type. You can get many of these same types at Village Lighting. Their number is 360-734-3780.

Broken outlet covers: Pick up same color and type at Lowes, Home Depot or similar store.

Bulbs or smoke detector batteries: Must replace with similar types of bulbs (i.e. bathroom bulb must be same as others installed). No bulbs should be greater than 60 watts. Can get them at Haggens, Lowes, Home Depot or similar stores.

Damaged Fridge items: Can get similar type items such as crisper drawer, fridge bars, etc. from Lehmann's. You will need to provide them with the make and model number of the fridge. Their number is 360-733-7722.

If you plan to do any of the above mentioned repairs yourself, **START EARLY**. In some cases, companies need to order items and there may be several weeks for delivery - especially this time of year. **If it is not in the unit when we do our inspection, you will be charged regardless of whether the item is on order or not.**

PROPERTY ADDRESS:

ENTRANCE	Dirty	Notes
Front Dr - Outside		
Front Dr - Inside		
Baseboards/Walls		
Floors		
Interior Light Bulbs		
Exterior Light Bulbs		

LIVING ROOM	Dirty	Notes
Window Blinds		
SGD/Vertical Blinds		
Windows/Frame		
Window Sills		
Window Tracks		
Sliding Glass Door		
Outlet Covers		
Baseboards		
Light Fixtures		
Light Bulbs Needed		Smk Det Bat Needed

HALLWAY	Dirty	Notes
Walls		
Light Fixtures		
Baseboards		
Light Bulbs Needed		Smk Det Bat Needed

LAUNDRY	Dirty	Notes
W/D - In & Out		
Behind W/D - Floors		
Vents/Exhaust Fan		
Light Bulbs Needed		Smk Det Bat Needed

BEDROOM 1 - MSTR	Dirty	Notes
Windows/Frame		
Window Sills		
Window Tracks		
Light Fixtures		
Baseboards		
Blinds		
Light Bulbs Needed		Smk Det Bat Needed

BEDROOM 2	Dirty	Notes
Windows/Frame		
Window Sills		
Window Tracks		
Light Fixtures		
Baseboards		
Blinds		
Light Bulbs Needed		Smk Det Bat Needed

BEDROOM 3	Dirty	Notes
Windows/Frame		
Window Sills		
Window Tracks		
Light Fixtures		
Baseboards		
Blinds		
Light Bulbs Needed		Smk Det Bat Needed

BEDROOM 4	Dirty	Notes
Windows/Frame		
Window Sills		
Window Tracks		
Light Fixtures		
Baseboards		
Blinds		
Light Bulbs Needed		Smk Det Bat Needed

KITCHEN	Dirty	Notes
Cabinets		
Drawers		
Sink		
Under Sink		
D/W - in & Out		
Stove - Under		
Stove - Inside Oven		
Stove - Top		
Stove - Under Top		
Drip Pans Needed		
Exhaust Fan		
Counter Tops		
Light Fixtures		
Baseboards/Walls		
Blinds		
Windows		
Window Tracks		
Fridge/Freezer		
Floors		
Light Bulbs Needed		

BATH 1 - MSTR	Dirty	Notes
Tub		
Toilet		
Sink		
Cabinets		
Drawers		
Floors		
Windows		
Exhaust Fan		
Window Tracks		
Blinds		
Light Fixture		
Baseboards/Walls		
Light Bulbs Needed		

BATH 2	Dirty	Notes
Tub		
Toilet		
Sink		
Cabinets		
Drawers		
Floors		
Windows		
Exhaust Fan		
Window Tracks		
Blinds		
Light Fixture		
Baseboards/Walls		
Light Bulbs Needed		

OTHERS	Dirty	Notes
Garage		
Basement		
Deck		
Storage		
# of Recycle Bins		Exterior Lights
# Garbage Bins		Lights in Grg/Bsmnt

ESTIMATED CLEANING TIME

ACTUAL CLEANING TIME

* If the Actual Cleaning Time will exceed Estimated Cleaning Time, please call Ape: 527-9829 and ask for Misty or Tracy.

NOTES:

Things Found	YES	NO
Crumbs		
Grease		
Dusty		
Sticky Stuff		
Items left		
Hair		
Other		
Other		
Repl?		
# SM:		LG:

Udr Crisper

Things Found	YES	NO
Dusty		
Hair		
Sticky Stuff		
Soap Scum		
Items Left		
Other		
Other		

Things Found	YES	NO
Dusty		
Hair		
Sticky Stuff		
Soap Scum		
Items Left		
Other		
Other		

OVERALL CLEANLINES:

GOOD

FAIR

POOR/FULL CLE.