

## Self Service Move-Out Procedures

**Lease-End Date & Rent:** Be sure to check your Tenant Portal (Phillipspm.Appfolio.Com) to confirm the date you have to move-out by. **Most leases end July 31.** Remember move-out time is by **11:00am** on your lease-end date.

Also, check your Tenant Portal to see if you still owe any rent or other charges.

**Internet:**  
**Cable TV:**  
**Telephone:** If you pay for any utilities directly, you should have them disconnected by your lease-end date. These utilities may include INTERNET, CABLE TV and/or TELEPHONE.

Be sure the utility companies have your **forwarding/new address** in case they need to get in touch with you or refund any monies.

You can find the contact information for some of the utility companies in Section 20 (Internet and Television) of your lease. But the dominant cable tv and internet provider in Boone is Spectrum Communications whose contact information is below:

Spectrum Communications: 1-833-780-1880  
276 Watauga Village Dr. – Suite D & E  
Boone, NC 28607  
[www.spectrum.com](http://www.spectrum.com)

**Deliveries:** **Be sure any delivery companies (Amazon, FedEx, UPS) have your new address for packages !!!**

**Mail:** Make sure all your mail is forwarded to your new address. Forwarding forms are available at the local post office. You may also be able to do this online.

**Walls:** Remove all nails, screws, tacks, stickers, etc. from walls and ceilings; however, **DO NOT** patch holes in the wall. The painters are very particular about how the holes are patched, and a sloppy patch job could make their work more difficult.

**Security Deposit:** **Security Deposits will be returned 2 to 4 weeks after your lease-end date!** **Please do not contact me to check on the status of your security deposit unless you have not received it within the 4-week time period -- as each phone call will delay the return of your deposit !!!**

**Construction Dumpster:** If you live at Tamarack, Lloyd Manor or Kel-Pat Terrace, there should be a construction dumpster in the parking lot. You can dispose of most anything in the construction dumpster except metal furniture and refrigerators. Just set such metal items beside the construction dumpster.

**Regular Dumpster:** If a construction dumpster is not available, **DO NOT** put large items in the regular dumpster. Large items include: mattresses, beds, bed frames, furniture, etc.). Please set the large items outside of the dumpster fencing.

**No Dumpster Available:**

If you do not have access to a dumpster, set the large items at the curbside where your trash is normally picked-up and call the Town of Boone at (828) 268-6230 to schedule a pick-up time for the large items. Be sure to leave nothing dangerous or poisonous out where children or animals could be hurt (antifreeze, glass, sharp metal, etc.).

**Personal Belongings:**

- 1) Please remove all your belongings! Check all drawers, closets, and cabinets for any left-behind belongings. Recheck the refrigerator!
- 2) Be sure to leave the fire extinguisher that you were provided.
- 3) Please dispose of all trash appropriately. (See Dumpster Sections above.)

**Check-Out Envelope:**

Upon final departure, please follow the directions on the outside of the **Check-Out Envelope** – which will be delivered to your residence by mid-July. If you can't find your Check-Out Envelope, please call or text me at the telephone number below.

**Forwarding Address:**

**Keys:**

The directions on the Check-Out Envelope pertain to: (1) the address to send your security deposit, (2) locking up the apartment, and (3) returning your keys.

**Return of Security Deposit:**

Don't expect all of your security deposit back if:

- 1) the unit is left in bad shape or is damaged in some way,
- 2) the screens are missing or damaged,
- 3) you left behind personal belongings that must be removed and stored,
- 4) the walls are damaged (excessive nail holes, large holes, etc.),
- 5) the unit is left trashed,
- 6) the carpet is filthy,
- 7) you forget to turn in all your keys -- including mail box key (if provided),
- 8) you owe rent, late fees, or other charges -- including utilities,
- 9) you did not fulfill all your lease obligations and deduction from your security deposit is permitted under NC Tenant Security Deposit Act,
- 10) **Security Deposits will be returned 2 to 4 weeks after your lease-end date. Please do not contact me to check on the status of your security deposit unless you have NOT received it within the 4-week time period -- as each phone call will delay the return of your deposit.**

**I've enjoyed renting to you and best wishes with all your endeavors!**

**Stephen Phillips  
P.O. Box 3528 / Boone, NC 28607  
(828) 964-2512**

**Please call if you have any questions**

## Cleaning Check List

### Clean Inside and Out

Refrigerator (Drawers too!)  
Range (under stove eyes too!)  
Range Hood /Exhaust Fan  
Microwave (if provided)  
Dishwasher (if provided)  
Medicine Cabinets  
Washer / Dryer (if provided)  
All Drawers  
All Cabinets

### Vacuum

All Carpet

### Sweep/Mop

All Vinyl and  
Wood Floors

### Dust

Window Sills  
Any Furniture Provided

### Clean

Showers / Tubs  
Toilets  
Toilet Base  
Sinks  
Counter Tops

### Remove

Nails  
Screws  
Tacks / Pins / Stickers

## Cleaning Products Needed

**Oven Cleaner**

**Window Cleaner** (Windex)

**Soap Scum Remover** (Soft Scrub, Comet, Zep Shower Tub & Tile Cleaner)

**Mildew Remover** (Tilex, Clorox Mildew Remover, Zep Mold & Mildew Remover)

**General Cleaners** (Mr. Clean, Pine-Sol)

**Grease Remover** (Zep Degreaser, Greased Lightening)

**Vacuum**

**Broom**

**Mop**

**Deductions**

Typical charges for some common damages are estimated below. Please remember that repair costs for damages may vary depending on the severity of the damage and the amount of time to repair. Costs include labor and materials.

- (1) Large or numerous holes in walls, floors, ceilings, or doors  
\$5.00-\$75.00 (depending on size of hole and number of holes)
- (2) Window Screens missing or damaged  
\$10.00-\$35.00 (depending on size of screen)
- (3) Keys not returned  
\$3.00-\$45.00 (depending on if the lock needs to be changed)
- (4) Carpet damaged by stains, tears, or burns--but is repairable  
\$10.00-\$100.00 (depending on size and number of damages)
- (5) Damaged Window Blinds  
\$5.00-\$15.00 (depending on size of blind)
- (6) Damaged curtains or curtain rods (where provided)  
\$10.00-\$50.00 (depending on extent or damage)
- (7) Removal of left-behind personal belongings  
\$10.00-\$100.00 (depending on length of time for disposal)
- (8) Place left filthy  
\$25.00-\$100.00 (depending on severity of filth)
- (9) Carpet left beyond repair and requiring replacement  
\$250.00-\$2,000.00 (depending on extent of damage and size of unit)
- (10) Broken Windows  
Minimum: \$35.00/window (depending on extent of damage)
- (11) Broken Door Frames/Jams  
Minimum: \$50.00/door (depending on extent of damage)