

Self Service Check-Out Procedures

Internet: 1) **Cable, Internet, Telephone:** Be sure to have all the utilities (for which you directly pay) disconnected by your lease expiration date listed above.
Cable: These may include INTERNET, CABLE and/or TELEPHONE.
Telephone:

- 2) Be sure the utility companies have your **forwarding/new address** in case they need to get in touch with you or return your security deposit.

Utility Contact Info:

Cable: Spectrum Communications 1-833-780-1880

Local Office: 276 Watauga Village Dr. – Suite D & E
Boone, NC 28607

www.spectrum.com

Internet: _____

Telephone: _____

Deliveries: 1) **Be sure any delivery companies (Amazon, FedEx, UPS) have your new address for packages !!!!!!!**

Mail: 1) Make sure all your mail is forwarded to your new address. Forwarding forms are available at the Post Office. You may also be able to do this online.

Walls: 1) Remove all nails, screws, tacks, stickers, etc. from walls and ceilings; however, **DO NOT** patch up holes in the wall. The painters are very particular about how the holes are patched, and a sloppy patch job could make their job more difficult.

Security Deposit: 1) **Security Deposits will be returned 2 to 4 weeks after your lease expiration 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 delays the time I have to return of your deposit !!!!!!!**

Dumpsters: 1) If you are throwing away large items (mattresses, beds, bed frames, furniture, etc.), please set them **beside** the dumpster or **beside** the dumpster fencing. We will have someone come pick them up. **Do not** throw large items in the dumpster. If you do, the trashmen must go to the trouble of retrieving them.

No Dumpster Available: 1) 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 time for them to pick the items up. 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 stuff! 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.)

**Final
Departure**

- 1) If you want, you can call me to schedule a final move-out inspection. This is not necessary, but is advised if there is some damage for which you could be held responsible.

**Forwarding
Address**

- 2) Upon leaving, please follow the directions on the outside of the attached envelope. These directions pertain to: (i) your forwarding address and telephone number, (ii) locking up the apartment, and (iii) returning your keys.

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 expiration 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 delays the time I have to 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 –
unless it's about the status of you security deposit!**

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)