



## RESIDENT MOVEOUT GUIDE

*This guide is long and very detailed. This guide is intended to be used by vacating residents. If you follow these instructions exactly and in chronological order, you will work less, receive a larger refund, and have fewer problems than if you haphazardly approach this huge job. Good luck, and please contact Tamara or Bill at 899-7583 or Tom (for maintenance) at 898-0854 if you have questions. We want to help you maximize your refund.*

## HOW TO GET A BIG REFUND

### 1. PLAN YOUR MOVEOUT:

- a. Read the attached checklist thoroughly.
- b. *Items marked in RED are very important cautionary notes that involve safety or potential high expense to you. When you see red, you should read the note carefully.*
- c. Make sure you have set aside enough time. It takes about 40 or more labor hours to properly clean an apartment of this size – over 80 if the apartment has not been cleaned on a regular basis!
- d. Call Tamara for recommendations or if you have questions.

### 2. OBTAIN PARTS AND SUPPLIES:

- a. After reading the checklist, figure out how much paint, replacement parts, and supplies you need.
- b. Go to the store and purchase necessary cleaning supplies. Use our cleaning supplies and suggestions page as a guideline for items that will help you.
- c. Go to the Gateway office and get paint and parts that we keep in stock for you. Use the attached supplies list as a guideline and take it with you to get your supplies.

### 3. EXECUTE YOUR PLAN

- a. Get a good night's sleep.
- b. Start early.
- c. Do a good job & work hard. *If it takes you a hundred hours to do the job, so be it. The apartment has to be clean. If you fail to do the work, we must do it and charge you for the service.*
- d. Follow the checklist exactly.
- e. If you and your roommates have a zero balance on your ledger, have not caused any damages to Gateway, and have properly completed all items on the checklist and on Tamara's preliminary inspection, Gateway will mail you a substantial refund check 21 days after your lease ends.

### 4. CONTINGENCY PLAN

- a. If you are unable or unwilling to clean the apartment, we will do it for you but, you might owe Gateway money at the end of that process.

### 5. GO TO [www.gatewayapartments.com/moveout.htm](http://www.gatewayapartments.com/moveout.htm) for additional copies of this move out guide, as well as the Supply Order form and Additional Information.

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## CLEANING SUPPLIES

- Toothbrushes (4)
  - Scrub Brush
  - Broom
  - Mop
  - Rubber Gloves (4 Pair)
  - Bucket
  - Bleach
  - Pumice Stone (1 Small)
  - SOS Pads
  - Small sponge pads (4)
  - Flat Blade Screwdriver (2)
  - Cotton Towels, Medium (12)
  - Razor Blades (6)
  - Household Degreaser
  - Pine-Sol
  - #0000 Steel Wool
  - Zud powdered soap
  - Paper Towels (4 Rolls)
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## CLEANING TIPS

### THE ALVRO METHOD (Our main cleaning contractor):

- ❖ To prevent burnout, begin with the easy stuff; leave the hard items to the end. Warm up with:
  - Closet Shelves
  - Rod Brackets
  - Baseboards
  - Door Jambs
- ❖ Whatever you do clean, do it very thoroughly and completely. *A poor job will just have to be re-done and then you will feel bad, be upset and lose money.*
- ❖ Wipe down areas to be cleaned and let the water soak in to minimize the elbow grease needed.
- ❖ Rinse the towels in water frequently to avoid streaks.

### GENERAL CLEANING TIPS:

- ❖ Follow manufacturer's instructions at all times so you are safe and do not cause damage to the property.
- ❖ Test all products on inconspicuous areas before applying liberally to prevent damage or staining.
- ❖ To get into any really small spaces like heater vents, door vents, corners, use the flat blade screwdriver with a small towel wrapped around it. (ALWAYS Be Careful not to cause damage or injury)
- ❖ Pine-Sol cleaning solution works very well as a general purpose cleaner.
- ❖ Use the toothbrush all over (Toothpicks and Q-Tips also work well); it works great in many small spaces.
- ❖ NEVER use abrasives dry. Use plenty of water. *You will be held responsible for damage to the property resulting from using abrasives improperly and scratching the property.*
- ❖ Use Citristrip to remove adhesive from stickers. It is non toxic and will not damage most paint.
- ❖ To clean blinds:
  - Prep an area of carpet by vacuuming it to make sure it is clean.
  - Lower the blind and adjust the slats so they are flat.
  - Lay out the blinds, spray with Windex, and then wipe off – turn over and repeat (Don't forget area by strings).
  - Dry the blinds to prevent rust. *Never clean the blinds on the patio, they will be scratched and ruined.*

### BATHROOM CLEANING TIPS:

- ❖ Use #0000 Steel wool on the faucets and chrome fixtures with plenty of soap and water. *As with any abrasive, make sure you use water with the steel wool.*
- ❖ Use a 4/1 Bleach and Water solution to remove and kill mold or mildew.

### KITCHEN CLEANING TIPS:

- ❖ Easy-Off is a great oven cleaner, BUT, be very careful. It must be used with caution. Cover a wide area with cardboard before spraying on the oven or stove area. It will ruin the floors and may ruin cabinets, so be very careful. Make sure to wear gloves and keep the room ventilated. *Make sure to remove all residue!*
- ❖ Use #0000 Steel wool on the faucets and chrome fixtures with plenty of soap and water. As with any abrasive, make sure you use water with the steel wool.

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## PRELIMINARY STEPS

- SCHEDULE AN INITIAL INSPECTION.** *Tamara can conduct an initial inspection any time within two weeks of the end of your lease. This Inspection will allow you to find out what deficiencies still need to be rectified. In Order for this inspection to be Useful to you, a majority of the move out cleaning and removal of personal property should be completed. The Inspection will take Approximately 2 hours to complete.*
- SCHEDULE A FINAL INSPECTION.** *The Inspection will take Approximately 2 hours to complete.*
- CHANGE YOUR ADDRESS.** *You can get a change of address form from Tamara, at the post office, OR go to [www.usps.com](http://www.usps.com).*
- PLAN THE MOVEOUT PROJECT.** *You must complete all work prior to Midnight on the last day of your lease, and will not be allowed in the apartment after that time.*
- USE GATEWAY SUPPLIED PAINT.** *Any non-matching paint purchased from others will be re-painted at your expense.*
- REPAIR MUST BE PROFESSIONAL AND TO CODE.** *All repairs must be completed in a code compliant manner. If you are going to tackle doing repairs, and we do not advocate that unless you are experienced and skilled, remember that it must be professionally completed.*
- DO A GOOD JOB.** *Anything that is partially clean is partially dirty. Anything dirty will have to be cleaned by our cleaners and that will be charged to your deposit.*
- HIRE A CLEANER ?????.** *Be honest in assessing your situation. If you cannot do the job properly, hire a cleaner. Whatever cleaning is necessary after you leave is your responsibility. If Gateway performs this work, it is expensive because of our labor costs.*
- DO NOT CLEAN YOUR CARPETS.** *If you wish to clean your own carpet, you can do so. The cleaning contractor you use must, use a truck mounted extraction process, and you must supply a receipt. If your contractor does not properly clean the apartment, we will have it cleaned by our contractor at your expense.*
- REMOVE ALL DECORATIONS.** *Remove all decorations including mirrors, hooks, wallpaper borders, shelf paper, additional towel racks, toothbrush holders, and any other items you have installed.*
- TALK TO TAMARA.** *Tamara has YEARS of experience Cleaning. She has over 2 years experience at Gateway and working on Move Outs. She is here to HELP YOU. Ask Questions. Ask for Advice. Ask about Strategy. Don't let your Deposit Refund slip through your fingers.*
- RECYCLE UNWANTED GOODS.** *Contact ARC at 343-3666 to schedule removal of un-needed furniture, appliances, bicycles, books, clothing that others could use. ARC will come and pick up your belongings or you can drop them off. This donation by you will help developmentally disabled citizens of our community. Please Help Your Community by DONATING your items.*

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## LIVING ROOM and HALL

- REMOVE ALL TRASH AND PERSONAL PROPERTY.
- CLEAN ALL CEILING VENTS. *Make sure to clean all the slats in the vents.*
- CLEAN WATER HEATER CLOSET.
- CLEAN WATER HEATER CLOSET DOOR AND VENT. *Remember to clean the front & back, the top, side, and door knob. Make sure to clean all the slats in the vent.*
- CLEAN A/C THERMOSTAT. *Be thorough and make sure to clean all around the unit.*
- CLEAN PATIO DOOR BLINDS. *All slats on both sides must be thoroughly cleaned. Broken or missing slats must be replaced. **Multiple missing slats will necessitate that the entire blind be replaced at your expense.***
- CLEAN THE FURNACE CLOSET.
- CLEAN THE FURNACE CLOSET DOOR AND DOOR VENT. *Remember to clean the front & back, the top, side, and door knob. Make sure to clean all the slats in the vents.*
- REPLACE FURNACE AIR FILTER.
- CLEAN AND VACUUM AIR CONDITIONER VENTS. *Make sure to clean all the slats in the vents.*
- CLEAN ALL CABINETS. *REMOVE all personal property and garbage. Clean the front and back of all doors, and all shelves. Remove all shelf paper. Remember to get corners. Don't forget the edged - Door/drawer edges are fragile and get grimy. Clean them with a toothbrush and Pine-Sol solution.*
- CLEAN SWITCH PLATES AND SWITCH, PHONE JACKS, PLUG COVERS, AND CABLE OUTLET. *Make sure you get the entire switch clean. We suggest you use a toothbrush and some 409 or other appropriate cleaner*
- CLEAN LIGHT FIXTURE, LIGHT GLOBE AND REPLACE BULB IF NECESSARY *(60 watt maximum)*. *Clean inside and out and make sure not to leave any streaks.*
- CLEAN DOORS. *Don't forget to clean the knob, the front & back, the top and sides of the door.*
- CLEAN AND TOUCH-UP PAINT ON DOOR JAMBS AND CLOSET TRIM.
- CLEAN WINDOWS. *Windows must be cleaned inside and out and be streak free. Use the screwdriver / towel or toothbrush to clean the track. Hose off screens and clean with soap and water. Scrub window tracks with soap and water.*
- CLEAN WINDOW SILLS. *Make sure to get all the crevices and corners. A toothbrush can be very useful.*
- CLEAN BLINDS. *Every slat must be cleaned and be free of dirt, dust, and stains. If there are any bent slats, the mini blind must be replaced at your expense. Don't forget the area around the strings. If the strings are dirty, they will need to be cleaned as well.*
- CLEAN WALLS AND CEILINGS. *Use a towel with the Pine-Sol solution to clean the walls. Then, clean or touch up paint over all scuffmarks on the walls and ceilings as necessary.*
- REMOVE STICK-ON PICTURE HOOKS *Wet and remove; if you tear it off you can damage the wall.*
- Remove all nails, screws, and tape from walls and ceiling. **Spackle all nail, screw, and tack holes.** *Use your finger and wipe excess off with a sponge. Do not use a putty knife or leave any spackle on the wall. Improperly repaired holes could require us to sand and re-texture the entire wall at your expense.*
- TOUCH-UP PAINT FOR SPACKLED REPAIRS AS NECESSARY.
- CLEAN BASEBOARDS AND DON'T FORGET THE CORNERS.

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## KITCHEN

- REMOVE ALL GARBAGE AND PERSONAL PROPERTY.**
- CLEAN REFRIGERATOR.** Use the following process:
  - **Unplug and move the refrigerator into the center of the room.**
  - **Remove all drawers, shelves, and other easily removable shelf components.**
  - **Clean the entire case, inside and out.** *Don't forget the nooks and crevices...use the toothbrush!*
  - **Do NOT use sharp objects to remove ice or clean the case; let it melt.** *If you puncture the plastic interior, you will be charged for a new refrigerator.*
  - **Clean the door seals.** *You can use a toothbrush or other brush on the grooves. Be careful, the seals are fragile and very expensive. If torn or damaged, they are replaced at your expense.*
  - **Take the ice trays.** *They are yours. You may discard them or clean and leave them if you wish.*
  - **Remove and clean the lower trim plate in front of the refrigerator.**
  - **Remove and clean the drip pan under the refrigerator.** *It is behind the kick plate.*
  - **Replace the lower trim plate.**
  - **Clean the rear of the refrigerator.**
  - **Clean the floor under the refrigerator.**
  - **Move the refrigerator back in place and plug it back in.**
  - **Set controls to the middle of the temperature range.**
  - **Assure the refrigerator is on and working, and close the doors.** *If the refrigerator is left off with the doors closed, it will ruin the unit and we will have to replace the entire refrigerator at your expense. If there is no power available, simply prop the doors open with pieces of cardboard and tape the doors so they are slightly open.*
- CLEAN THE RANGE AND RANGE HOOD using the following process:**
  - **Remove all shelf components from the oven.**
  - **Remove all controls and clean them.**
  - **Remove burner trim rings and drip pans.** *If there is accumulated grime and stain, consider replacing with new; the parts are inexpensive and we keep them in stock.*
  - **Clean underneath the stove burners.** *Use Pine-Sol solution and degreaser if necessary.*
  - **Completely clean the inside of the oven.** *Use oven cleaner to clean grime, grease, and other debris from the oven and underneath range top areas. Make sure to remove ALL Residue.*
  - **Clean the wire shelf components with an SOS pad or oven cleaner and a Brillo Pad.**
  - **Clean the range hood, light cover, and range hood filter.** *You have to clean everywhere. Top, bottom, inside, and that grease gets everywhere so be thorough. We also keep the filters in stock.*
  - **Remove the broiler drawer.**
  - **Clean Area between the handle and the broiler drawer** *This is where crumbs hide.*
  - **Clean the area under the stove.**
  - **Clean the sides of the stove.**
  - **Clean the broiler drawer and re-install it.** *This area collects lots of crumbs, so clean thoroughly.*
  - **Clean the exterior of the oven.** *Don't forget the spaces between the door and drawer and the respective handles, these areas accumulate debris. It is often helpful to use a toothpick for tight areas.*
  - **Reassemble the oven and stove top with the cleaned or new parts.**
  - **Clean the broiler pan.** *If it is missing or filthy beyond belief, you can purchase a new one from us.*
- CLEAN THE DISHWASHER, INCLUDING DOORS, INSIDE & OUT, AND THE DOOR SEALS.**  
*Make sure that all debris is removed from the bottom of the dishwasher.*
- CLEAN ALL CUPBOARDS AND DRAWERS.** *REMOVE all personal property and garbage. Clean the front and back of all doors/drawers, inside drawers, and all shelves. Remove all shelf paper. Remember to get corners. Don't forget the edges! - Door/drawer edges are fragile and get grimy. Clean them with a toothbrush and Pine-Sol solution.*
- CLEAN SINK, FAUCETS & FIXTURES.** *You can use a toothbrush or other brush to get all areas around the faucet. Make sure to clean the sink strainer basket and disposal cover.*
- CLEAN BREADBOARD.** *Get Both Sides.*

- CLEAN COUNTERTOPS.** *If you have tile, remember to scrub the grout. Use a bleach solution*
- CLEAN MICROWAVE, INCLUDING UNDER THE GLASS AND EXTERIOR.** *Don't forget the nooks and crevices. The Toothbrush and toothpick are great to take care of those hard to reach areas.*
- CLEAN AND WAX FLOOR.** *Scrub the entire area paying close attention to corners.*
- CLEAN SWITCH PLATES AND SWITCH, PHONE JACKS, PLUG COVERS, AND CABLE OUTLET.** *Make sure you get the entire switch clean. We suggest you use a toothbrush and some 409 or other appropriate cleaner*
- CLEAN LIGHT FIXTURE, LIGHT GLOBE AND REPLACE BULB IF NECESSARY (60 watt maximum).** *Clean inside and out and make sure not to leave any streaks*
- CLEAN AND VACUUM AIR CONDITIONER VENTS.** *Make sure to clean all the slats in the vents.*
- CLEAN WINDOWS.** *Windows must be cleaned inside and out and be streak free. Use the screwdriver / towel or toothbrush to clean the track. Hose off screens and clean with soap and water. Scrub window tracks with soap and water.*
- CLEAN WINDOW SILLS.** *Make sure to get all the crevices and corners. A toothbrush can be very useful.*
- CLEAN BLINDS.** *Every slat must be cleaned and be free of dirt, dust, and stains. If there are any bent slats, the mini blind must be replaced at your expense. Don't forget the area around the strings. If the strings are dirty, they will need to be cleaned as well.*
- CLEAN WALLS AND CEILINGS.** *Use a towel with the Pine-Sol solution to clean the walls. Then, clean or touch up paint over all scuffmarks on the walls and ceilings as necessary.*
- REMOVE NAILS, SCREWS & TAPE FROM WALLS AND CEILING. SPACKLE ALL NAIL, SCREW & TACK HOLES.** *Use your finger and wipe excess off with a sponge. Do not use a putty knife or leave any spackle on the wall. Improperly repaired holes could require us to sand and re-texture the entire wall at your expense.*
- TOUCH-UP PAINT FOR SPACKLED REPAIRS AS NECESSARY.**
- CLEAN BASEBOARDS AND DON'T MISS THE CORNERS.**

## BATHROOM 1 (Next to Washer and Dryer)

- REMOVE ALL GARBAGE AND PERSONAL PROPERTY.
- CLEAN THE TUB FOLLOWING THIS PROCEDURE: *(Never cleaned your tub? It could take all day!...REALLY!)*
  - **Remove Doors.** *The doors are removed by lifting straight up and towards you from the outside. The doors are delicate, so call Tamara for help if you are unsure.*
  - **Place a towel on the tub bottom**
  - **Prop doors against back of tub wall**
  - **Clean any mold or mildew from EACH door.** *Top, Bottom, Sides, The WHOLE Door.*
  - **Remove lime / calcium / soap build up from doors.**
  - **Clean BOTH sides of EACH door.**
  - **Remove doors from tub and carefully prop against bathroom wall.**
  - **Scrub sliding door tub track – TOP AND BOTTOM.** *Use the Toothbrush – it is very useful in reaching into the crevices and corners.*
  - **Clean lime / calcium / soap build up from tub and enclosure.** *Be Careful with abrasives – scrubbing too hard with harsh abrasives will damage the doors and that could result in charges. Use of abrasives that ruin the tub finish will require us to have the tub resurfaced at your expense.*
  - **Wipe down any mildew areas in tub enclosure with a 4/1 bleach and water solution.**
  - **Clean all faucets, shower heads, and drains.** *Make sure you get all soap scum, dirt, and scale build up off the fixtures. Make sure to get all the nooks and crevices...Use that toothbrush...*
  - **Replace shower doors.**
  - **Budget at least 4 hours for this step if you have not cleaned your tub weekly.**
- CLEAN TOILET USING THIS PROCEDURE:
  - **Clean the inside of the toilet bowl.** *Use a bowl cleaner and pumice block to clean hard water stains. Make sure to use plenty of water to prevent scratching the bowl with the pumice!*
  - **Clean the tank and tank lid.** *Make sure there is NO mold or Mildew inside or outside. Scrub with a bleach solution to remove any apparent mold or mildew.*
  - **Clean the exterior of the toilet.**
  - **Clean the walls and surrounding area of the toilet.** *Make sure to scrub the area with soap and water to make sure every nook and crevice is cleaned.*
  - **Clean the toilet seat.** *Don't forget, the seat has two sides and both must be clean.*
  - **Flush the toilet**
- CLEAN SINK AND FAUCETS USING THIS PROCESS:
  - **Clean the Sink bowl and top.**
  - **Remove sink knobs and clean them.** *Remove the cap and unscrew to remove. Soak the knobs in a Pine-Sol solution for about 20 minutes. Then, use a toothbrush to clean the knob and parts.*
  - **Clean the faucet.** *Use a toothbrush or other brush to clean the faucet. Don't forget the back side.*
  - **Replace sink knobs.**
- MAKE SURE THE SINK(S) AND TUB DRAINS ARE NOT CLOGGED. *Clogged drains will have to be cleaned out and that will result in a charge to your deposit.*
- CLEAN COUNTERTOPS. *Don't forget the edges and corners and Make Sure to remove ALL residue.*
- CLEAN MIRRORS. *Glass must be streak free and residue free.*
- CLEAN AND WAX FLOOR. *Scrub the entire area paying close attention to corners.*
- REMOVE ALL DECALS.
- CLEAN AND VACUUM AIR CONDITIONER VENTS. *Make sure to clean all the slats in the vents.*

- CLEAN THE CUPBOARDS AND UNDER SINK AREA.** *REMOVE all personal property and garbage. Clean the front and back of all doors, and all shelves. Remove all shelf paper Remember to get corners. Don't forget the edges! - Door edges are fragile and get grimy. Clean them with a toothbrush and Pine-Sol solution. Treat mold or mildew with a 4/1 bleach and water solution.*
- REMOVE AND CLEAN ALL DRAWERS.** *REMOVE all personal property and garbage. Clean inside and out making sure to get the back and corners. Don't forget the edges! - Drawer edges are fragile and get grimy. Clean them with a toothbrush and Pine-Sol solution.*
- CLEAN SWITCH PLATES AND SWITCH, PHONE JACKS, PLUG COVERS, AND CABLE OUTLET.** *Make sure you get the entire switch clean. We suggest you use a toothbrush and some 409 or other appropriate cleaner*
- CLEAN LIGHT FIXTURE, LIGHT GLOBE AND REPLACE BULB IF NECESSARY** *(60 watt maximum).* *Clean inside and out and make sure not to leave any streaks.*
- CLEAN DOORS.** *Don't forget to clean the knob, the front & back, the top and sides of the door.*
- CLEAN AND TOUCH-UP PAINT ON DOOR JAMBS.**
- CLEAN WINDOWS.** *Windows must be cleaned inside and out and be streak free. Use the screwdriver / towel or toothbrush to clean the track. Hose off screens and clean with soap and water. Scrub window tracks with soap and water.*
- CLEAN WINDOW SILLS.** *Make sure to get all the crevices and corners. A toothbrush can be very useful.*
- CLEAN BLINDS.** *Every slat must be cleaned and be free of dirt, dust, and stains. If there are any bent slats, the mini blind must be replaced at your expense. Don't forget the area around the strings. If the strings are dirty, they will need to be cleaned as well.*
- CLEAN WALLS AND CEILINGS.** *Use a towel with the Pine-Sol solution to clean the walls. Then, clean or touch up paint over all scuffmarks on the walls and ceilings as necessary.*
- REMOVE NAILS, SCREWS & TAPE FROM WALLS AND CEILING. SPACKLE ALL NAIL, SCREW & TACK HOLES.** *Use your finger and wipe excess off with a sponge. Do not use a putty knife or leave any spackle on the wall. Improperly repaired holes could require us to sand and re-texture the entire wall at your expense.*
- TOUCH-UP PAINT FOR SPACKLED REPAIRS AS NECESSARY.**
- CLEAN BASEBOARDS AND DON'T MISS THE CORNERS.**

## BATHROOM 2

- REMOVE ALL GARBAGE AND PERSONAL PROPERTY.**
- CLEAN THE TUB FOLLOWING THIS PROCEDURE:** *(Never cleaned your tub? It could take all day!...REALLY!)*
  - **Remove Doors.** *The doors are removed by lifting straight up and towards you from the outside. The doors are delicate, so call Tamara for help if you are unsure.*
  - **Place a towel on the tub bottom**
  - **Prop doors against back of tub wall**
  - **Clean any mold or mildew from EACH door.** *Top, Bottom, Sides, The WHOLE Door.*
  - **Remove lime / calcium / soap build up from doors.**
  - **Clean BOTH sides of EACH door.**
  - **Remove doors from tub and carefully prop against bathroom wall.**
  - **Scrub sliding door tub track – TOP AND BOTTOM.** *Use the Toothbrush – it is very useful in reaching into the crevices and corners.*
  - **Clean lime / calcium / soap build up from tub and enclosure.** *Be Careful with abrasives – scrubbing too hard with harsh abrasives will damage the doors and that could result in charges. Use of abrasives that ruin the tub finish will require us to have the tub resurfaced at your expense.*
  - **Wipe down any mildew areas in tub enclosure with a 4/1 bleach and water solution.**
  - **Clean all faucets, shower heads, and drains.** *Make sure you get all soap scum, dirt, and scale build up off the fixtures. Make sure to get all the nooks and crevices...Use that toothbrush...*
  - **Replace shower doors.**
  - **Budget at least 4 hours for this step if you have not cleaned your tub weekly.**
- CLEAN TOILET USING THIS PROCEDURE:**
  - **Clean the inside of the toilet bowl.** *Use a bowl cleaner and pumice block to clean hard water stains. Make sure to use plenty of water to prevent scratching the bowl with the pumice!*
  - **Clean the tank and tank lid.** *Make sure there is NO mold or Mildew inside or outside. Scrub with a bleach solution to remove any apparent mold or mildew.*
  - **Clean the exterior of the toilet.**
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- CLEAN COUNTERTOPS.** *Don't forget the edges and corners and Make Sure to remove ALL residue.*
- CLEAN MIRRORS.** *Glass must be streak free and residue free.*
- CLEAN AND WAX FLOOR.** *Scrub the entire area paying close attention to corners.*
- REMOVE ALL DECALS.**
- CLEAN AND VACUUM AIR CONDITIONER VENTS.** *Make sure to clean all the slats in the vents.*

- CLEAN THE CUPBOARDS AND UNDER SINK AREA.** *REMOVE all personal property and garbage. Clean the front and back of all doors, and all shelves. Remove all shelf paper Remember to get corners. Don't forget the edges! - Door edges are fragile and get grimy. Clean them with a toothbrush and Pine-Sol solution. Treat mold or mildew with a 4/1 bleach and water solution.*
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- TOUCH-UP PAINT FOR SPACKLED REPAIRS AS NECESSARY.**
- CLEAN BASEBOARDS AND DON'T MISS THE CORNERS.**

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## LAUNDRY AREA

- REMOVE ALL GARBAGE AND PERSONAL PROPERTY.
- CLEAN WASHER USING THIS PROCESS:
  - Remove clothing from washer AND Assure no water is in washer.
  - If water is present, run a load to cycle washer (takes 45 minutes).
  - Clean outside and top of washer. *Make sure all soap scum is removed.*
  - Clean top and bottom of lid. *Make sure to clean the hinge area of the lid. Use the Toothbrush or a toothpick to clean all the areas thoroughly (Be careful not to scratch finish). Get ALL the nooks and crevices.*
  - Clean the top of the washer under the lid.
  - Clean the lint strainer on top of the agitator.
  - Turn off water faucets behind washer.
  - Disconnect drain hose by cutting the tie wrap and pulling it away from the wall.
  - Disconnect the power cord.
  - Disconnect hot and cold water hoses from the wall. *Mark each so you know how to reconnect the hoses.*
  - Carefully pull washer away from wall.
  - Clean behind the washer.
  - Clean the floor under the washer area.
  - Clean the walls adjacent to the washer area.
  - Move the washer back into its place.
  - Re-connect the washer hoses.
  - Re-connect the power cord.
  - Insert the drain hose into the drain hole in the wall.
  - Turn on water.
  - Assure there are no leaks. If there are leaks, shut off water and inform Tamara.
- CLEAN DRYER USING THIS PROCESS:
  - Clean the lint filter.
  - Clean the top and sides of the Dryer. *Use the Toothbrush or a toothpick to clean all the areas thoroughly (Be careful not to scratch finish). Get ALL the nooks and crevices.*
  - Unplug the dryer.
  - Carefully pull dryer away from wall taking care to not disconnect, damage, or crush the vent hose. *Damage to the dryer vent hose will require replacement at your expense.*
  - Clean the floor under the dryer area and Clean the walls adjacent to the dryer area.
  - Move the dryer back into its place and Re-connect the power.
- CLEAN EXHAUST VENT FAN. *Make sure to clean all the slats in the vent.*
- CLEAN SWITCH PLATES AND SWITCH, PHONE JACKS, PLUG COVERS, AND CABLE OUTLET. *Make sure you get the entire switch clean. We suggest you use a toothbrush and some 409 or other appropriate cleaner*
- CLEAN LIGHT FIXTURE, LIGHT GLOBE AND REPLACE BULB IF NECESSARY (*60 watt maximum*). *Clean inside and out and make sure not to leave any streaks*
- CLEAN ALL CABINETS. *Clean the front and back of all doors, and shelves. Don't forget the edges! - Door edges are fragile and get grimy. Clean with a toothbrush and Pine-Sol solution. Remove shelf paper. Don't Forget corners and TOPS of cabinets.*
- REMOVE NAILS, SCREWS & TAPE FROM WALLS AND CEILING. SPACKLE ALL NAIL, SCREW & TACK HOLES. *Use your finger and wipe excess off with a sponge. Do not use a putty knife or leave any spackle on the wall. Improperly repaired holes could require us to sand and re-texture the entire wall at your expense.*
- TOUCH-UP PAINT FOR SPACKLED REPAIRS AS NECESSARY.
- CLEAN BASEBOARDS AND DON'T MISS THE CORNERS.

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## ENTRY and PATIO

- REMOVE ALL GARBAGE AND PERSONAL PROPERTY.
- CLEAN FRONT ENTRY. *Sweep, scrub, clean with soap and water as necessary.*
- CLEAN DOORBELL.
- REMOVE COBWEBS FROM ENTRY AREA.
- REMOVE YOUR DOOR MAT.
- REMOVE ALL LITTER. *This includes cans, cigarette butts, bottle caps, etc.*
- CLEAN FRONT DOOR. *Door must be cleaned inside and out of dirt and scuffmarks, Don't forget the Doorknob, Deadbolt, and Door Edge (This area is often missed). Remember to clean the strip under the door (threshold).*
- REMOVE NAILS, SCREWS & TAPE FROM WALLS AND CEILING. SPACKLE ALL NAIL, SCREW & TACK HOLES. *Use your finger and wipe excess off with a sponge. Do not use a putty knife or leave any spackle on the wall. Improperly repaired holes could require us to sand and re-texture the entire wall at your expense.*
- TOUCH-UP PAINT FOR SPACKLED REPAIRS AS NECESSARY.
- CLEAN BASEBOARDS AND DON'T MISS THE CORNERS!
- CLEAN PATIO DOOR. *Don't forget to clean the inside and outside. Make sure the door is streak free.*
- CLEAN PATIO DOOR TRACK. *Scrub with soap and water to clean the track. Don't forget the corners!*
- CLEAN PATIO SCREEN. *Hose it off and wash with soap and water. If the screen door is bent, even slightly, it must be replaced at your expense.*
- CLEAN PATIO, PATIO WALLS, AND BRUSH DOWN COBWEBS
- CLEAN SWITCH PLATES AND SWITCH, PHONE JACKS, PLUG COVERS, AND CABLE OUTLET. *Make sure you get the entire switch clean. We suggest you use a toothbrush and some 409 or other appropriate cleaner*
- CLEAN LIGHT FIXTURE, LIGHT GLOBE AND REPLACE BULB IF NECESSARY *(60 watt maximum)*. *Clean inside and out and make sure not to leave any streaks.*
- SWEEP REAR PORCH OR PATIO AREA. *Remove ALL litter (cans, cigarette butts, bottle caps, etc. – this area is from your door to the fence – make sure entire area is clean and free of litter). If the Porch has stains and residue, this will need to be scrubbed off (This area is often missed)!*
- CLEAN RAILING ON UPSTAIRS APARTMENTS ONLY.

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## APARTMENT RECHECK AND FINAL STEPS

- RECHECK THE APARTMENT TO MAKE SURE YOU COMPLETED THIS CHECKLIST**
- RECHECK THE APARTMENT TO MAKE SURE YOUR BELONGINGS ARE REMOVED.** *This step is very important; if you leave anything of potential value, we have to inventory, store, and notify you. You will be charged for all storage expenses including mileage and time for our crew to take your belongings to a storage unit and you will pay the minimum rental.*
- REMOVE ALL DECORATIONS.** *Towel and toothbrush holders, mirrors, contact paper, wallpaper borders, and any other items you have installed must be removed. Any damage caused by your installation must be repaired by you.*
- MAKE SURE ALL LIGHT BULBS ARE WORKING.** *Use bulbs that are 60 watts or less. (Don't forget the fridge and range).*
- TAKE LARGE ITEMS TO THE COUNTY DUMP.** *Items left in our garbage collection area are subject to a removal charge.*
- IF YOU HAVE A LOCKING BEDROOM LOCK, THE KEYS MUST BE LEFT IN THE DOOR.** *If you fail to give us the keys, the lock will be removed, replaced, and you will be charged for this expense. (Gateway MUST have 2 keys for each bedroom lock)*
- PROVIDE GATEWAY WITH YOUR NEW MAILING ADDRESS.**
- COMPLETE CHANGE OF ADDRESS FOR YOUR MAIL WITH USPS.** *After you move out, you DO NOT have access to the mail box. You can Change your address online at: [www.usps.com](http://www.usps.com)*
- TURN IN KEYS BEFORE YOU LEAVE, INCLUDING:**
  - House Keys
  - Bedroom Keys
  - Mail Keys
  - Workout Room/Pool Keys
- DISCONNECT WATER SERVICE.** *Contact California Water Service at 895-8486 to schedule water disconnect as of the last day of your lease.*
- DISCONNECT GAS AND ELECTRIC SERVICE.** *Contact PG&E at 800-743-5000 and schedule service disconnect as of the last day of your lease. If you disconnect power before your lease ends, and you leave the refrigerator closed, it will ruin the refrigerator and you will be charged for a replacement unit.*
- DISCONNECT CABLE TV AND BROADBAND.** *Contact Comcast at 800-266-2278 to schedule cable disconnect as of the last day of your lease or earlier if you prefer.*
- DISCONNECT TELEPHONE SERVICE.** *Contact SBC at 800-310-2355 to schedule telephone and/or DSL disconnect as of the last day of your lease or earlier if you prefer.*

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## THANK YOU FOR MAKING GATEWAY YOUR HOME!

Deposits, move out documentation, invoices, and if necessary, statements, will be mailed out 21 days after the end of the lease to the address you provide to us or to your address of record.

Tamara and the Sheridan Family would like to thank you for living at Gateway Apartments. We have worked hard to provide you with a great home away from home while you were in Chico, and hope you have enjoyed living here.

Good luck in all your future endeavors!

*Bill Jordan*

*Suzanne*

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## BEDROOM 1 (Behind Kitchen)

Occupied by \_\_\_\_\_

- REMOVE ALL GARBAGE AND PERSONAL PROPERTY.**
- CLEAN AND VACUUM AIR CONDITIONER VENTS.** *Make sure to clean all the slats in the vent.*
- CLEAN THE CLOSET.** *Clean the front and back of all doors, walls, baseboards, ceiling, and all shelves. Remove all shelf paper. Remember to get the corners and to clean the closet rod. Any scratches to the closet doors should be touched up with Old English Scratch Cover for Dark Woods (Be sure to wear gloves and Take Care Not to spill as this product WILL stain and you will be responsible for the damages).(Target sells the Scratch Cover)*
- CLEAN SWITCH PLATES AND SWITCH, PHONE JACKS, PLUG COVERS, AND CABLE OUTLET.** *Make sure you get the entire switch clean. We suggest you use a toothbrush and some 409 or other appropriate cleaner*
- CLEAN LIGHT FIXTURE, LIGHT GLOBE AND REPLACE BULB IF NECESSARY (60 watt maximum).** *Clean inside and out and make sure not to leave any streaks.*
- CLEAN DOORS.** *Don't forget to clean the knob, the front & back, the top and sides of the door. Any scratches to the doors should be touched up with Old English Scratch Cover for Dark Woods (be sure to where gloves and Take Care Not to spill as this product WILL stain and you will be responsible for the damages). (Target sells the Scratch Cover)*
- CLEAN AND TOUCH-UP PAINT ON DOOR JAMBS AND CLOSET TRIM.**
- CLEAN WINDOWS.** *Windows must be cleaned inside and out and be streak free. Use the screwdriver / towel or toothbrush to clean the track. Hose off screens and clean with soap and water. Scrub window tracks with soap and water.*
- CLEAN WINDOW SILL.** *Make sure to get all the crevices and corners. A toothbrush can be very useful.*
- CLEAN BLINDS.** *Every slat must be cleaned and be free of dirt, dust, and stains. If there are any bent slats, the mini blind must be replaced at your expense. Don't forget the area around the strings. If the strings are dirty, they will need to be cleaned as well.*
- CLEAN ALL WALLS & CEILINGS.** *Use a towel with the Pine-Sol solution to clean the walls. Then, clean or touch up paint over all scuffmarks on the walls and ceilings as necessary.*
- REMOVE HANGERS** *Remove stick-on picture hangers/ hooks by first wetting, then removing. Wet FIRST, Do NOT tear off.*
- REMOVE NAILS, SCREWS & TAPE FROM WALLS AND CEILING. SPACKLE ALL NAIL, SCREW & TACK HOLES.** *Use your finger and wipe excess off with a sponge. Do not use a putty knife or leave any spackle on the wall. Improperly repaired holes could require us to sand and re-texture the entire wall at your expense.*
- TOUCH-UP PAINT FOR PACKLED REPAIRS AS NECESSARY.**
- CLEAN BASEBOARDS AND DON'T MISS THE CORNERS.**

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## BEDROOM 2 (Next to Bathroom 1)

Occupied by \_\_\_\_\_

- REMOVE ALL GARBAGE AND PERSONAL PROPERTY.**
- CLEAN AND VACUUM AIR CONDITIONER VENTS.** *Make sure to clean all the slats in the vent.*
- CLEAN THE CLOSET.** *Clean the front and back of all doors, walls, baseboards, ceiling, and all shelves. Remove all shelf paper. Remember to get the corners and to clean the closet rod. Any scratches to the closet doors should be touched up with Old English Scratch Cover for Dark Woods (Be sure to wear gloves and Take Care Not to spill as this product WILL stain and you will be responsible for the damages).(Target sells the Scratch Cover)*
- CLEAN SWITCH PLATES AND SWITCH, PHONE JACKS, PLUG COVERS, AND CABLE OUTLET.** *Make sure you get the entire switch clean. We suggest you use a toothbrush and some 409 or other appropriate cleaner*
- CLEAN LIGHT FIXTURE, LIGHT GLOBE AND REPLACE BULB IF NECESSARY (60 watt maximum).** *Clean inside and out and make sure not to leave any streaks.*
- CLEAN DOORS.** *Don't forget to clean the knob, the front & back, the top and sides of the door. Any scratches to the doors should be touched up with Old English Scratch Cover for Dark Woods (be sure to where gloves and Take Care Not to spill as this product WILL stain and you will be responsible for the damages). (Target sells the Scratch Cover)*
- CLEAN AND TOUCH-UP PAINT ON DOOR JAMBS AND CLOSET TRIM.**
- CLEAN WINDOWS.** *Windows must be cleaned inside and out and be streak free. Use the screwdriver / towel or toothbrush to clean the track. Hose off screens and clean with soap and water. Scrub window tracks with soap and water.*
- CLEAN WINDOW SILL.** *Make sure to get all the crevices and corners. A toothbrush can be very useful.*
- CLEAN BLINDS.** *Every slat must be cleaned and be free of dirt, dust, and stains. If there are any bent slats, the mini blind must be replaced at your expense. Don't forget the area around the strings. If the strings are dirty, they will need to be cleaned as well.*
- CLEAN ALL WALLS & CEILINGS.** *Use a towel with the Pine-Sol solution to clean the walls. Then, clean or touch up paint over all scuffmarks on the walls and ceilings as necessary.*
- REMOVE HANGERS** *Remove stick-on picture hangers/ hooks by first wetting, then removing. Wet FIRST, Do NOT tear off.*
- REMOVE NAILS, SCREWS & TAPE FROM WALLS AND CEILING. SPACKLE ALL NAIL, SCREW & TACK HOLES.** *Use your finger and wipe excess off with a sponge. Do not use a putty knife or leave any spackle on the wall. Improperly repaired holes could require us to sand and re-texture the entire wall at your expense.*
- TOUCH-UP PAINT FOR PACKLED REPAIRS AS NECESSARY.**
- CLEAN BASEBOARDS AND DON'T MISS THE CORNERS.**

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## BEDROOM 3 (Next to Front Door)

Occupied by \_\_\_\_\_

- REMOVE ALL GARBAGE AND PERSONAL PROPERTY.**
- CLEAN AND VACUUM AIR CONDITIONER VENTS.** *Make sure to clean all the slats in the vent.*
- CLEAN THE CLOSET.** *Clean the front and back of all doors, walls, baseboards, ceiling, and all shelves. Remove all shelf paper. Remember to get the corners and to clean the closet rod. Any scratches to the closet doors should be touched up with Old English Scratch Cover for Dark Woods (Be sure to wear gloves and Take Care Not to spill as this product WILL stain and you will be responsible for the damages).(Target sells the Scratch Cover)*
- CLEAN SWITCH PLATES AND SWITCH, PHONE JACKS, PLUG COVERS, AND CABLE OUTLET.** *Make sure you get the entire switch clean. We suggest you use a toothbrush and some 409 or other appropriate cleaner*
- CLEAN LIGHT FIXTURE, LIGHT GLOBE AND REPLACE BULB IF NECESSARY (60 watt maximum).** *Clean inside and out and make sure not to leave any streaks.*
- CLEAN DOORS.** *Don't forget to clean the knob, the front & back, the top and sides of the door. Any scratches to the doors should be touched up with Old English Scratch Cover for Dark Woods (be sure to where gloves and Take Care Not to spill as this product WILL stain and you will be responsible for the damages). (Target sells the Scratch Cover)*
- CLEAN AND TOUCH-UP PAINT ON DOOR JAMBS AND CLOSET TRIM.**
- CLEAN WINDOWS.** *Windows must be cleaned inside and out and be streak free. Use the screwdriver / towel or toothbrush to clean the track. Hose off screens and clean with soap and water. Scrub window tracks with soap and water.*
- CLEAN WINDOW SILL.** *Make sure to get all the crevices and corners. A toothbrush can be very useful.*
- CLEAN BLINDS.** *Every slat must be cleaned and be free of dirt, dust, and stains. If there are any bent slats, the mini blind must be replaced at your expense. Don't forget the area around the strings. If the strings are dirty, they will need to be cleaned as well.*
- CLEAN ALL WALLS & CEILINGS.** *Use a towel with the Pine-Sol solution to clean the walls. Then, clean or touch up paint over all scuffmarks on the walls and ceilings as necessary.*
- REMOVE HANGERS** *Remove stick-on picture hangers/ hooks by first wetting, then removing. Wet FIRST, Do NOT tear off.*
- REMOVE NAILS, SCREWS & TAPE FROM WALLS AND CEILING. SPACKLE ALL NAIL, SCREW & TACK HOLES.** *Use your finger and wipe excess off with a sponge. Do not use a putty knife or leave any spackle on the wall. Improperly repaired holes could require us to sand and re-texture the entire wall at your expense.*
- TOUCH-UP PAINT FOR PACKLED REPAIRS AS NECESSARY.**
- CLEAN BASEBOARDS AND DON'T MISS THE CORNERS.**

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## BEDROOM 4 (Behind Living Room)

Occupied by \_\_\_\_\_

- REMOVE ALL GARBAGE AND PERSONAL PROPERTY.**
- CLEAN AND VACUUM AIR CONDITIONER VENTS.** *Make sure to clean all the slats in the vent.*
- CLEAN THE CLOSET.** *Clean the front and back of all doors, walls, baseboards, ceiling, and all shelves. Remove all shelf paper. Remember to get the corners and to clean the closet rod. Any scratches to the closet doors should be touched up with Old English Scratch Cover for Dark Woods (Be sure to wear gloves and Take Care Not to spill as this product WILL stain and you will be responsible for the damages).(Target sells the Scratch Cover)*
- CLEAN SWITCH PLATES AND SWITCH, PHONE JACKS, PLUG COVERS, AND CABLE OUTLET.** *Make sure you get the entire switch clean. We suggest you use a toothbrush and some 409 or other appropriate cleaner*
- CLEAN LIGHT FIXTURE, LIGHT GLOBE AND REPLACE BULB IF NECESSARY (60 watt maximum).** *Clean inside and out and make sure not to leave any streaks.*
- CLEAN DOORS.** *Don't forget to clean the knob, the front & back, the top and sides of the door. Any scratches to the doors should be touched up with Old English Scratch Cover for Dark Woods (be sure to where gloves and Take Care Not to spill as this product WILL stain and you will be responsible for the damages). (Target sells the Scratch Cover)*
- CLEAN AND TOUCH-UP PAINT ON DOOR JAMBS AND CLOSET TRIM.**
- CLEAN WINDOWS.** *Windows must be cleaned inside and out and be streak free. Use the screwdriver / towel or toothbrush to clean the track. Hose off screens and clean with soap and water. Scrub window tracks with soap and water.*
- CLEAN WINDOW SILL.** *Make sure to get all the crevices and corners. A toothbrush can be very useful.*
- CLEAN BLINDS.** *Every slat must be cleaned and be free of dirt, dust, and stains. If there are any bent slats, the mini blind must be replaced at your expense. Don't forget the area around the strings. If the strings are dirty, they will need to be cleaned as well.*
- CLEAN ALL WALLS & CEILINGS.** *Use a towel with the Pine-Sol solution to clean the walls. Then, clean or touch up paint over all scuffmarks on the walls and ceilings as necessary.*
- REMOVE HANGERS** *Remove stick-on picture hangers/ hooks by first wetting, then removing. Wet FIRST, Do NOT tear off.*
- REMOVE NAILS, SCREWS & TAPE FROM WALLS AND CEILING. SPACKLE ALL NAIL, SCREW & TACK HOLES.** *Use your finger and wipe excess off with a sponge. Do not use a putty knife or leave any spackle on the wall. Improperly repaired holes could require us to sand and re-texture the entire wall at your expense.*
- TOUCH-UP PAINT FOR PACKLED REPAIRS AS NECESSARY.**
- CLEAN BASEBOARDS AND DON'T MISS THE CORNERS.**