

Move-Out Guidelines

Moving out is often a big job and with so many different things going on at the end of the school year it can quickly become an unpleasant and overwhelming task. We recommend that your group get a head start by planning, packing, and doing some cleaning in advance. We've listed some important information and guidelines for moving out below. Please take a moment to carefully read it through.

All leases end on May 25th at noon. Due to the time constraints of the restoration process extensions cannot be permitted.

General Requirements

- The Residence must be completely empty and thoroughly cleaned before you leave.
- The utilities must stay connected until June 1st, at which time the new residents will have assumed control of the accounts. Your group will be charged if they are terminated prior to the 1st.
- Return your keys by placing them in the respective doorknob of each bedroom.

Cleaning

Cleaning can be a very strenuous and time-consuming part of moving out, especially if you've lived there for multiple years. The kitchen and bathrooms are the least pleasant and most difficult areas to deal with so we recommend that you start well before the 25th and just do one or two areas at a time, over a period of days. Getting an early start on it will relieve you of the stress of dealing with it all at the last minute. Please consult our '*Cleaning Guidelines*' before starting for important information and details required when cleaning. This can be found on the '*Current Residents - Information*' section of our website. You and your group will be charged for any insufficient attempt to clean each area in the apartment.

Help with Cleaning

If you and your group would rather not be bothered with cleaning the whole house then we can arrange for a cleaning crew to help and do it for you. Packing *everything* up and moving it all out is already a really BIG job in itself so the cleaning service will help make the moving process a lot easier. They can do the whole house or even just specific areas like the bathrooms and the kitchen.

Please contact us at info@CvilleApartments.com to let us arrange the cleaning service for you. The cost of cleaning is \$45 per person, per hour or we can arrange a flat rate to clean the entire residence for you. For example, if everyone wanted to clean their own bedrooms but not the bathrooms or kitchen. The full clean option only requires that you remove all items and trash from the residence.

Although we don't generally recommend it, you can hire an outside cleaning service of your choice. However, most services don't clean as well as ours, and we end up having to bring our people in to get it right. If you do choose to hire an independent cleaning service, choose one that is insured and be VERY sure that they use the proper chemicals and cleaning equipment. It's possible to do a great deal of damage by using abrasives or harsh chemicals on many surfaces in your residence. *Your group will be held responsible for any damages resulting from improper cleaning (either by your group or an unapproved cleaning service).*

Repairs and the Refurbishing Fees

Do not attempt to make any physical repairs to the apartment; we will take care of the painting, any repairs, and the restoration of the floors.

The Refurbishing Fee covers part of the costs associated with returning an apartment to its original condition. It mainly covers patching and painting of the walls, buffing and minor refinishing of the floor due to normal wear. It also covers the cleaning of areas that are frequently missed or difficult to do: things like pulling out the stove, refrigerator, washer and dryer to clean behind them, replacing light bulbs, cleaning ceiling fans and blinds, clearing any clogs in drains and plumbing, etc. **It does not cover the thorough cleaning of a residence or the repair costs associated with major damages such as those to appliances, deep scratches or abrasions on the floor, broken doors, large holes in the wall, missing light fixtures, bent ceiling fans, broken/bent window blinds, sticky residues or mold and mildew on any surfaces or fixtures.** If you have any concerns or questions regarding the billing of damages in your residence, contact us for clarification.

Utilities

Contact your utility providers no later than May 20th to schedule your disconnection on June 1st.

- **Water, Sewer, & Gas:** The City of Charlottesville, Utilities Office. Call (434) 970-3211, or go online: <https://www.charlottesville.gov/606/Moving-in-or-out>
- **Electricity:** Dominion Virginia Power. Call (888) 782-0455, or go online: <https://www.dominionenergy.com/home-and-small-business/manage-service/stop-service>

Return of Security Deposits

Once your residence is vacated, we will perform an inspection to see if it has been returned to us in an acceptable condition, similar to that in which it was originally given to you at the beginning of your lease, except normal wear and tear. You are liable for all costs associated with returning the property to its original condition.

- After inspecting your residence, we will provide you with an itemized list of any damages or deductions. We will return the remaining Security Deposit within 45 days of the end of the Lease. Unless otherwise specified, the Security Deposit will be sent to the Contact Person at the address provided on the Lease Agreement. Charlottesville Apartments does not assist in determining how much each person may be owed and does not assist in the distribution of security deposit money. The itemized list will specify the room in which any damage costs were incurred. You may request to be present at the inspection of the Property.

Partial Move-Out

During a Partial Vacancy we do not clean or refurbish the entire residence as we do when a lease is terminated and the premises is completely vacated. The residents moving out are required to thoroughly clean their bedrooms, bathrooms, and their fair share of the common areas. If they fail to clean the required areas in a satisfactory manner then our crew will have to do it at a rate of \$45 per person, per hour, which will be deducted from the security deposit. **Please let us know who will be moving out of which bedrooms and when they will be vacated so we can refurbish them accordingly.** The room(s) in question must be completely empty so we can perform a thorough inspection while also allowing us the ability to paint, clean, and accomplish any other necessary refinishing tasks. Notify us of any subletting or special arrangements prior to the end of your lease. **Also, if the individual who handles the utility accounts is moving out be sure to transfer the service to someone who will remain in the apartment for the upcoming lease term.** Those of you who are moving out should provide us with the preferred mailing address, if different from the one provided on the Lease Agreement, where your security deposit return check will be sent.