

## Normal Wear & Tear

Residents are responsible for damage to their home or to equipment and furnishings caused by the abuse or negligence of family members and guests. Normal wear and tear is the amount of deterioration which occurs in the normal use of homes, as such it is anticipated and acceptable. Homes should be used as intended, avoiding any negligence, carelessness, accident or abuse of the premises by the occupant, members of the household, their pets or guests. For example, small nail holes are expected, large holes are not.

## Cleaning & Move-Out Safety

Our resident's safety is always first in our minds, please pay attention to the following guidelines to help ensure a safe and injury free move:

- Lift with your legs by bending at the knees to reach objects, avoid lifting with your back.
- Carefully stack boxes.
- Carefully read and follow warning labels and instructions for use of all cleaning products. Do not mix cleaners without consulting this information first.

Wear clothing that adequately protects your skin, close toed shoes, gloves, safety glasses, and vapor/dust masks as appropriate for each task and as recommended for the proper use of each individual product and tool.

Thank you for choosing to reside at Knox Hills, a Centinel Community. We thank you for your service, we wish you well, and hope to serve you again. The contact information for all other Centinel communities, and the military housing communities near your next destination can be found at:

[www.MilitaryHomesToday.com](http://www.MilitaryHomesToday.com)

## Trash Removal & Hazardous Material Disposal

All trash must be removed prior to the final inspection. Our properties provide bulk trash pick-up. The number of pickups vary with the seasons and PCS traffic. Residents should call the community office for times and locations.

- Hazardous materials may be disposed at the local (county) Hazardous Waste Disposal site.
- Small quantities of household cleaner is permitted in household trash.
- Paint must be left out to evaporate. Empty paint cans and dried paint can be disposed of in normal household trash.
- Empty propane tanks can be taken to any propane retailer

For information on disposing batteries contact Hazmat at (502) 624-5101

If you have other questions, please contact your community center.

For a list of common damage costs, including damage caused by pets, please visit the Departing Residents section of our website.

### WE ARE HERE FOR YOU!

The following items are made available by your community management and maintenance team as self-help assistance for interior and exterior clean-up of most homes.

- Air Filters
- Grass seed & mulch (seasonal)

Please contact your Community Center for details and reservations.

Historic Community: 502.799.6560

North & South Dietz Community: 502.799.6570

Oak Park Community: 502.799.6580



## MOVE-OUT GUIDE

### Expectations & Process

#### Move-Out Basics

We have designed a simple move-out process for our military families that reduces the stress of the experience. When a home is cleaned regularly, it should only require a wipe down, sweep and vacuum at moveout. We expect that you leave your home clean throughout (including the kitchen, bathrooms, yard and garage). With our CARE TO SHARE program, residents can donate unwanted items during their moveout to the Fort Knox Red Cross Helping Hands, for more information call 502-624-2163.

#### Move-Out Process

- Our lease requires a 30 day notice unless orders are dated with less than 30 days to the departure date
- Our staff will work with you to schedule move-out appointment
- Final inspection

#### Move-Out Notice

Residents must provide at least 30 days written notice, on the form available at the community center. Residents are encouraged to provide notice as soon as they begin planning to move. As soon as you anticipate a move, even if you don't yet have your orders, we highly encourage you to provide written notice. If a service member is not able to provide the written notice to vacate, the spouse must provide a power of attorney.

#### Move-Out Information

When providing notice to vacate, the community center will assist in determining a move out date and final inspection appointment.

# Move-Out House Cleaning Checklist

Please complete the checklist below during your move-out.



## Trash Containers

All containers must be empty and cleaned. No trash is to be left inside or outside the home.

## Floors

Floors should be swept and mopped removing all dirt, dust and surface contamination. Carpets should be vacuumed. Carpets must be shampooed and deodorized. Carpet should be clean and dry prior to the final move out inspection.

## Walls, Ceilings & Doors

All walls or trim must be returned to its original condition. Walls, ceilings and doors should be free of dust, dirt, cobwebs and grease / food particles. Remove pen, pencil, crayon or other markings from surfaces. Candle soot on the walls should be removed. Remove all tape, tacks, borders or other items that were installed during occupancy. Ceiling hooks may be left in place. In most cases, nail holes do not need to be filled.

Holes larger than 1" x 1" are considered damage. All walls or trim must be either primed or a color light enough that could be covered with one coat of paint. See your community center for details.

## Window Coverings

There should be a screen in all windows. Blinds should be wiped down and functional.

## Kitchen & Laundry

All surfaces must be clean and deodorized. All cabinets, countertops, shelves, sinks & faucets must be clean and wiped down.

## Bathrooms

All surfaces must be clean and deodorized from dirt, soil and stains. All wash basins, showers, toilets, sinks, etc, must be clean and wiped down.

## Appliances

Thoroughly clean the range/hood, dishwasher, refrigerator/freezer, and microwave. The stove should include two racks and broiler pan. Clean to remove grease, food, mildew and dust. There should be a working light bulb in each fixture.

## Garage, Patio & Balcony

Please sweep the patio, balcony, and garage areas, including driveways and sidewalks.

## Home Exterior & Yard

Please remove all trash, animal feces and other debris from patios, storage areas yards, garages. Private yards inside the fence must be mowed, weeded and edged. Repair and fill holes made in yards.

## Move-Out Inspection

We have taken pride in providing you the best Military Family community experience possible. Our commitment to your family began the day we walked through your residence with the previous tenants and ensured that they were passing on the keys of a well cared for home, to you. A fellow Service Member and their family will again have a home here, please share our pride in their new home with us.

## Final Inspection Process

At your final inspection, we will:

- Provide a list of damage or cleaning charges.
- Collect all outstanding debt including damage and cleaning charges.
- Provide a final utility statement to be paid directly to third party vendor (if applicable).

Personal checks and cash will not be accepted as payment for

## Post Move-Out

We may receive BAH for the portion of the month you did not reside in the home after move-out because BAH is paid in full-month allotments at the end of each month. On the 5th of the following month, a check with any remaining BAH from the prior month will be mailed to the forwarding address provided.

Unpaid charges or uncollected money owed is subtracted from the remaining BAH. If you do not receive a check, please contact your community center.

## Final Inspection Preparation Checklist

In advance of your final inspection, please complete the checklist below. These items may help you avoid confusion and unforeseen costs.

## Personalization

Any home improvements that occurred during the residency (unless otherwise approved by management) must be reversed. The home must be returned in its original condition.

## Painted walls

Residents who received approval to paint must prime and paint walls to the original color prior to move-out. Contact your community center for paint brand specifics or questions.

## Cabinets

Please have all the cabinets and doors open to speed up the process.

## Keys & Remote Controls

House keys (two sets), mailbox keys, and garage opener remotes that are provided at move-in are required to be turned in at move-out. If residents have purchased additional sets of keys, they too are required to be turned in at move-out.

## Mail Forwarding

Check your mailbox and work with your post office to ensure your mail is forwarded.