

## 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.

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

## 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 North Haven, 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

North Haven Residents are allotted one bulk pick up at move-out. The bulk pick up is scheduled on your normal trash day prior to your move out.

- Tires & Batteries can be disposed of at ECC Bldg. 3489 (corner of Chippewa and Eisenhower)
- 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
- If you have other questions, please contact your community center.

### WE WILL HELP!

The following items are made available by your community management and maintenance teams as self-help assistance for your move-out preparations:

- Snow shovels
- Ice picks
- Rakes
- Weed eaters
- Grass reel mowers
- Grass seed

Please contact your Community Center for details and reservations.



# MOVE-OUT GUIDE

## Expectations & Process

### Move-Out Basics

We have designed a simple move-out process for our military families that eliminates the need for stressful "white-glove" inspections. When a home is cleaned regularly, it should only require a wipe down, sweep and vacuum at move-out. We expect that you leave your home clean throughout (including the kitchen, bathrooms, yard and garage). The home is cleaned by professional cleaners after you move-out during the Change of Occupancy and Maintenance turnover process.

### Move-Out Process

- ☐ Provide 30 days written notice
- ☐ Attend a Move-Out information session
- ☐ Our staff will work with you to schedule a move-out date
- ☐ 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 Sessions

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. Items should be placed neatly inside the dumpster or next to the dumpster if too large. Overflow dumpsters are located throughout the community for larger items.

## ○ Floors

Floors should be swept and mopped removing all dirt, dust and surface contamination. Carpets with excessive dirt or homes with pets are highly encouraged to shampoo their carpets. This enables the North Haven Communities representative the opportunity to best assess the carpet. If pet stains or odor are still present, resident will be responsible for replacement cost if found necessary.

## ○ Walls, Ceilings & Doors

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 and nails may be left in place.

Holes larger than 1" x 1" are considered damage.

## ○ 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 each area and remove snow and ice from driveways, sidewalks, patio and balcony.

## ○ 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. Snow and ice must be removed from walkways, stairs, patios and decks. Items left behind will be charged a disposal fee.

## 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 and, if applicable (for excess damage an additional damage assessment and repair estimate may be necessary)
- Collect all outstanding debt including damage and cleaning charges (for Service Members separating from the military, rent for that month must be collected)
- Provide a final utility statement to be paid directly to third party vendor (if applicable)

## 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. Move out dates on or prior to the 15th of the month will have the allotment shrunk to only receive the amount owed. If the move out date is after the 15th a check with any remaining BAH from the prior month will be mailed to the forwarding address provided on or about the 5th day of the following month.

Unpaid charges or uncollected money owed is subtracted from the remaining BAH. If you do not receive please contact your community center (some site exceptions).

## 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

If the tenant has painted their home using no more than 2 of the approved colors, is painted within the guidelines and the requirements the tenant will not be charged to return the home to its original color.

## ○ Cabinets

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

## ○ Keys & Remote Controls

Please return home keys, mailbox keys, and garage remote control at the final assessment.

## ○ Mail Forwarding

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