

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 you 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 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.

Thank you for choosing to reside at The Timbers, 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

Trash Removal & Hazardous Material Disposal

- 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
- Hazardous household & E-Waste (electronic waste) may not be placed in household trash. Fort Drum offers free disposal. See your community office for hours and locations or visit our website at www.fortdrumtimbers.com.

Care to Share

Have any non-perishable food items you don't want to pack up or throw out? Donate any non-perishable food items to our Care to Share program. All food items are donated to local food pantries within the local community.

WE WILL HELP!

The following items are made available by your community management and maintenance teams as self-help assistance for interior and exterior cleanup of the home prior to move-out:

- light bulbs
- air filters
- vertical blind slats (up to 5)
- blind wands
- touch up paint

Please contact your community staff for details.



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 move-out. We expect that you leave your home clean throughout (including the kitchen, bathrooms, and garage).

Move-Out Process

- Our lease requires a written 30 day notice
- 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 Lodge. Residents must have a firm date scheduled with transportation as once the move-out is scheduled it may not be changed. If a service member is not able to provide the written notice to vacate, the spouse must provide a special power of attorney.

Move-Out House Cleaning Checklist

Please complete the checklist below during your move-out.



○ Floors

Floors should be swept and mopped removing all dirt, dust and surface contamination. Carpets should be vacuumed clean prior to the final move out inspection. Carpets must be shampooed if you have pets and completely dry at the time of assessment. If carpet has excessive dirt or pet stains, additional fee may be charged at move out.

○ 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. Remove all tape, tacks, borders or other items that we installed during occupancy. Ceiling hooks may be left in place. Nail holes do not need to be filled.

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 and 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 (if one was provided at move in). Clean to remove grease, food, mildew and dust. There should be a working light bulb in each fixture.

○ Storage Unit

Remove all personal items.

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 you with your final utility bill. All utilities are to be paid in full at move out.

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.

Unpaid charges or uncollected money owed is subtracted from the remaining BAH.

Move outs scheduled from the 1st-15th will have the allotment adjusted to reflect the exact amount owed.

Move outs scheduled from the 16th-31st will have full months BAH pulled and a check for any remaining refund will be mailed to the forwarding address provided.

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 you received approval to paint wall(s) any color other than those on the approved FDMCH palette, you must prime the wall(s). Please contact your community center for further guidance.

○ Cabinets

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

○ Keys & Remote Controls

House keys (two sets), mailbox keys, Lodge access card and garage opener (if applicable) remotes 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.