

## 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 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 Cadence Communities, 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

No bulk trash is allowed at the curb on the day of move out. Please be mindful of this fact and plan accordingly. Contact your community office for information about bulk pick-up in your community.

- Small quantities of household cleaner is permitted in household trash. However, please remember that trash and recycle bins must be empty and rinsed out by day of move out.
- 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.

### WE WILL HELP!

The following items are made available at our Home Care Center as self-help assistance for interior and exterior cleanup of the home prior to move-out:

- Switch and outlet covers
- Blind wands and vanes
- Light bulbs
- Range hood filters
- 9 volt batteries
- Drip pans

Please contact (615) 203-0727 for details.



## MOVE-OUT GUIDE

### Expectations & Process

### Move-Out Basics

We have designed a simple move-out process for our 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, yard and garage).

### Move-Out Process

**Step 1:** Complete a 30 day notice to vacate form and schedule your move-out appointment.

**Step 2:** View our move-out guide and standard charge sheet for information on move-out expectations.

**Step 3:** Complete a final inspection with a member of your community office team.

### Move-Out Notice

Residents must provide at least 30 days written notice, on the form available on the website or in the app. 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 DFAS power of attorney.

### Move-Out Information

Cadence Communities is proud to offer a simple move-out process that eliminates the stressful "white glove" inspections of the past. The resources below define the requirements associated with clearing your home including a cleaning checklist, trash removal and recommendations on how to prepare for your final inspection. The tips provided help avoid confusion and unforeseen costs during move-out.

# Move-Out House Cleaning Checklist

Please complete the checklist below during your move-out.



## ○ Trash & Recycling Containers

All containers must be empty and cleaned and stored in your garage or designated storage area. 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 clean prior to the final move out inspection. 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 were 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. If you received approval to paint wall(s) any color other than those on the approved Cadence Communities palette, you must repaint the wall(s). Please contact the staff for further guidance.

## ○ 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 (if applicable). 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.

## ○ Garage, Patio, Balcony & Basement

Please sweep the patio, balcony and garage areas, including driveways and sidewalks. Attempt to remove any oil stains from garage floor.

## ○ Home Exterior & Yard

Please remove all trash, decorative rocks, pavers, animal feces and other debris from patios, storage areas, yards, garages. Wipe off muddy paw prints on fence and home. Private yards inside the fence must be mowed, weeded, edged, and seeded (if applicable). Repair and fill holes made in yards. If applicable, snow and ice must be removed from driveways, walkways, stairs, patios and decks.

## Move-Out Inspection

We have taken pride in providing you the best community living experience possible. During your Move-Out Inspection we will take care to help your family meet our Move-Out expectations. If at any point you need additional help or clarification, please contact your community center, we're here to help.

## 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)

## 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. 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 Cadence Communities 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, mailbox keys and garage opener 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.