



Your home must meet the following guidelines at the time of your move-out inspection. This advance guideline and procedures is designed to ease the “check out” process for military families and eliminate any confusion during the final inspection. You may find that it is not necessary to hire a cleaner to achieve the level of cleanliness considered acceptable for move out if you have demonstrated good housekeeping habits. However your home must meet our general guidelines whether you prepare your home for inspection yourself or seek additional assistance from other sources. The pre-out inspection is advantageous for both us (Management Company) and the resident as it helps correct potential charges for damages that are above and beyond normal wear and tear.

#### **COMMON CHARGES INCLUDE:**

- Pet damages-scratched or chewed door due to pets being locked in rooms. Chewed blinds mainly located at the entrance of the home and puncture marks in screens.
- Not cleaning-window, window sills, floors, appliances, countertops, severely scuffed walls and artwork on the walls.
- Neglected and/or damaged blinds.
- Holes in doors-closet doors and bathroom doors where hooks were installed.
- Carpet severely stained above normal wear and tear, including any pet odor. If there is a pet odor, it is normally our suggestion to have the carpets steam cleaned and/or deodorized to eliminate the odor.
- Unreturned keys and/or garage remote(s).

#### **GENERAL ITEMS:**

- All personal items to be completely removed from the home, storage area(s) and garage.
- Any items requiring disposal are disposed of in an appropriate, proper, and approved manner.
- Any equipment or feature delivered as part of the home (including appliances, appliance parts, fixtures, hardware etc.) is returned intact and in proper working order.
- Nail/Screw/Anchor Holes: Residents are not required to fill.
- Any painted walls must be painted back to original VFH approved color at residents’ expense.
- Carpeted surfaces are vacuumed and free of excess spots or stains. If there are significant stains/odors that go above and beyond normal wear and tear, we may suggest at the time of the pre-out inspection that the carpets are steamed cleaned to avoid excess charges.

- Any original fixtures changed during occupancy must be returned or replaced.
- Garbage cans are to be cleaned and placed in garage.
- All kitchen surfaces to be wiped down and free of excessive grease build-up. Drawers must be wiped clean and all liners removed. Refrigerator is to be wiped down inside and out, empty and free of mold/mildew. Only if refrigerator moved with ease, please leave the refrigerator pulled away from the wall after the floor has been cleaned under the refrigerator. Range hood, stovetop, oven, drip pans and under burners are to be wiped down and free of burned-on food and excessive grease. Please leave the stove pulled away from the wall after the floor has been cleaned under the stove. Dishwasher exterior is to be cleaned. Floor is to be swept and cleaned.
- All bathroom surfaces are to be wiped down. All surfaces are to be free of soap scum, mold, mildew, and dirt build-up. Drawers must be wiped clean and all liners removed. Tub(s) and shower(s) are to be free of mold/mildew and soap scum build-up with the shower curtain removed. Toilet cleaned inside and out. Vanity, sink, and tiled surfaces are to be wiped down and free of mold, mildew, and soap scum.
- Water line for washing machine should be capped with a boiler sill-cock upon removal of equipment.
- All curtains, brackets, shelving installed by you, needs to be removed PRIOR to inspection.

**DAMAGE SCHEDULE:**

Damage caused by resident neglect will be charged to the resident in accordance with the schedule listed below. Special consideration will be given for accidental damages and will be handled on a case by case basis. Special consideration will be at the sole discretion of the Community Manager.

If one or more items need to be replaced as a result of resident damage and or neglect during your residency, Community Management Office will issue and invoice with the appropriate itemized charges. If damages are noted at the time of move-out, the Community Management Office will forward and itemized invoice with the appropriate charges to your new address. Payment will be due upon receipt of the invoice.