



# CONTINENTAL REAL ESTATE MANAGEMENT, INC.

## RESIDENTIAL AND COMMERCIAL PROPERTY MANAGEMENT

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### MOVE-OUT PROCEDURES

Thank you for renting with Continental Real Estate Management! We hope that your time with us has been a positive experience. To determine your exact lease end date, refer to page one of your lease. At move-out, please provide:

- **All keys for your unit** (including mailbox key and garage door opener, if applicable)
- **Carpet cleaning receipts**
- **General cleaning receipts (if you chose to hire your own cleaning company)**
- **Refund check selection and forwarding address if you do not have portal access**

**Please do not leave these items at the rental premises.** You can drop these items off in person at our office or mail them in a padded envelope to ensure the keys do not cut through the paper and fall out. Please include your first and last name, building name and apartment number, cell phone number and email address. **A minimum charge of \$100.00 will be assessed if all keys are not received by our office by noon on your lease end date.**

If you have not vacated your rental unit by noon on the expiration date of your lease, an overstay/holdover fee of \$200.00 will be charged for every day the unit is occupied beyond the lease end date.

The following information is extensive but provided to **help you retain as much of your security deposit as possible**. Security deposit refunds will be returned to you within 30 days *from the expiration date of the lease* along with an itemized list of any deductions. **We do not accept early move-outs or terminate leases prior to the expiration date.**

Please review each section carefully and let us know if you have any questions. Some items may not be applicable to your unit in particular; if they do not apply, please disregard.



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### CLEANING TIPS

#### KITCHEN

- Cabinets and drawers – thoroughly clean inside and out
- Countertop and backsplash – must be cleaned and bleached if stained.
- Ceramic tile – must be cleaned to a sheen with no grease or scum present
- Blinds – should be cleaned and free of dust and grime
- Range – top, back, front, oven, broiler, and underneath the top burners. New drip pans must be installed on the stove top. A charge of \$25.00 per set **plus** labor will be assessed if new drip pans are not installed.
- When you are finished cleaning the oven, turn it on for a few minutes. If it dries and a white residue appears, take a clean wet cloth and wipe it out again.
- Fire extinguisher – must be fully charged. If the fire extinguisher is not charged, a \$100.00 fee will be assessed.
- Windows – clean inside until free of film or streaks. Clean windowsills.
- Dishwasher – scrubbed inside and out and free of debris. Don't forget to clean the seals.
- When you are finished in the kitchen, look at the ceramic tile at an angle to check for any grease spots that may have been missed. Also, do not forget to check the bottom of the range for leftover grease.
- Refrigerator and freezer – must be cleaned inside and out (including the kickplate on the bottom) and then it must be turned to the lowest setting. **DO NOT unplug or turn off.** This could damage the appliance and if so, you could be charged for replacement. Freezer must be defrosted. Do not use a knife to scrape ice in your freezer. If the knife should happen to slip and puncture the freezer, you will be charged for repairs or replacement.

#### BATHROOM

- Ceramic tile – must be cleaned to a sheen and free of soap scum
- Bathtub enclosure – must be cleaned and free of residue
- Bathtubs – clean inside and out leaving no residue or hair
- Toilets – clean inside, outside, and especially around the bottom
- Medicine cabinets – clean inside and out, including the mirror
- Sinks and faucets – must be cleaned leaving no powder residue or hair
- Vanities – empty and wipe out inside and out



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- Floor – must be scrubbed
- Light fixtures and bulbs – must all be working and free of dust and bugs
- Soap dish and toothbrush holder (if applicable) – clean top and bottom
- **Shower curtains, toilet paper, toilet plungers, toilet scrubbers and hand soap must be removed**
- When you are done in the bathroom, kneel and look at the ceramic tile by the tub to see if the soap scum is completely gone. Also look at the soap dish and toothbrush holder to make sure that the bottoms of these are clean. Check the bathroom to ensure that all hair is gone.

#### GENERAL

- Blinds – should be cleaned and free of dust and grime
- Windows – clean inside and out with no streaks, paying attention to windowsills
- Dining Room Floor – should be scrubbed or professionally cleaned, if carpeted, paying particular attention to the edges
- Dining Room Light – must be cleaned, free of dust and bugs, and all bulbs in working condition
- Railings, baseboards, & trim – all must be cleaned
- Balconies and Porches (both back and front) – must be clear of debris and swept
- Furnace Rooms – must be completely empty and swept (scrubbed, if tile)
- Cobwebs – must all be swept away
- Nail holes – must be spackled and sanded
- Foyers – lights and door windows must be cleaned and floors swept and scrubbed
- Do not forget the closets. These all must be cleaned out and swept and/or scrubbed. Do not leave hangers behind.
- Make sure all light covers are free of dust and bugs.
- Furniture – must be assembled and dusted. All furniture that is *the property of the owner* and was in your unit upon move-in, must be there at move-out.
- Furniture that you leave behind WILL BE REMOVED AT YOUR EXPENSE.
- Your unit will not only be visually inspected, but also physically examined. If you run your hand over your counter, bathtub, sink, etc, and you see white powder, you will need to wipe these items again.



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Below is a GENERAL table of what you could be looking at if you do not clean your unit before moving out:

Bed/Bath Configuration	Light Clean	Medium Clean	Heavy Clean	Extreme Clean	Basement Light/Med/Heavy	Furniture Light/Med/Heavy	Steam Cleaning Carpet
1/1.00	\$157	\$294	\$578	\$866	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
2/1.00	\$182	\$333	\$630	\$945	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
2/2.00	\$206	\$385	\$718	\$1,077	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
0/1.00	\$132	\$256	\$525	\$788	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
2/1.50	\$201	\$371	\$690	\$1,035	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
3/1.50	\$226	\$410	\$743	\$1,114	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
3/1.00	\$206	\$371	\$682	\$1,023	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
3/2.50	\$250	\$462	\$831	\$1,246	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
3/2.00	\$231	\$424	\$770	\$1,155	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
4/1.00	\$231	\$410	\$734	\$1,101	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
1/0.00	\$132	\$242	\$490	\$734	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
2/2.50	\$226	\$424	\$778	\$1,167	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
5/2.00	\$281	\$501	\$875	\$1,312	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
3/3.50	\$275	\$514	\$919	\$1,378	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
4/1.50	\$250	\$448	\$795	\$1,192	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
5/1.00	\$256	\$448	\$787	\$1,180	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
5/3.00	\$305	\$553	\$963	\$1,444	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
6/3.00	\$330	\$591	\$1,015	\$1,522	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
3/3.00	\$256	\$476	\$858	\$1,287	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
4/2.00	\$256	\$462	\$822	\$1,233	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
4/2.50	\$275	\$501	\$883	\$1,324	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
4/3.00	\$281	\$514	\$910	\$1,365	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price
5/5.00	\$355	\$657	\$1,139	\$1,708	\$30 / \$75 / \$150	\$15 / \$25 / \$50	Market Price

**\*\*PLEASE NOTE: This chart is for example purposes ONLY! Depending on the level of cleaning needed and the specific unit, these prices will vary.**



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#### CARPETING

- Carpet machine rental is not a sufficient substitution for professional steam cleaning. Don't forget to turn in your professional carpet cleaning receipt by noon on your lease end date. If we do not have one at that time, a professional carpet cleaning service will be sent to clean the carpeting and you will be charged. It is strongly recommended that the professional carpet cleaning service guaranty their work. If there is a problem, we can contact them directly.
- If you have air conditioning in your unit, it must be left on until carpet is completely dry. In the event your unit did not have A/C, you must leave the windows open until carpets are dry, weather permitting. If these directions are not followed and mold mitigation or replacement of the carpet is necessary, it will be at your expense.
- Carpet should be the last item cleaned prior to vacating the unit, no more than 10 days before your lease end date.
- It is your responsibility to grant access to your unit for the carpet cleaning company you choose; please make arrangements to let cleaners into your own unit. Continental will not release your keys to the carpet cleaning company.
- Carpet cleaning CANNOT TAKE PLACE AFTER YOUR LEASE ENDS.
- **TENANT MUST PROVIDE CARPET CLEANING RECEIPTS TO THE OFFICE WITH KEYS AND FORWARDING ADDRESSES by noon on your lease expiration date. Any receipt after this deadline will not be accepted.**
- If no receipts are remitted, you will still be charged for professional carpet cleaning.
- For your benefit, please ensure the above procedures are adhered to.

#### SMOKE DETECTORS AND CARBON MONOXIDE DETECTORS

- **Must be present and working** – Failure to keep working batteries in any detectors will result in a charge of \$50.00 for each detector found with non-functional batteries. A charge of \$100.00 will be levied for each smoke detector or carbon monoxide detector that has been damaged or is missing
- **WARNING: If you vacate your unit weeks to months before your lease end date, you must still ensure that the batteries are working in these detectors or you will be subject to the charges described here. NO EXCEPTIONS!**
- If you intend to vacate your unit at the end of spring semester, plan on changing all batteries then (regardless if they seem to be functional) to ensure your detectors will still be in working order on your lease end date in August



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#### **FINAL BILLS**

**The electric bill must be kept in your name until the date your lease expires.**

If you are paying for electricity, you may not shut the electric off or take it out of your name until the date your lease expires, regardless if you are vacating earlier. Please contact West Penn power at 1-800-686-0021 to arrange a final reading as of your lease expiration date.

**You must furnish paid receipts for final water, sewer, and refuse bills if this applies to your lease.**

If you do not obtain final readings and do not pay final bills that are your responsibility as per your lease agreement, you will be charged all utility costs.

**Oil and propane tanks must be refilled at the end of the lease.**

If leased premises are heated with oil or propane, you must have the tank filled at the end of lease and submit a paid receipt to our office. If the tank is not filled, Continental will have the tank filled and the charge for filling the tank will be deducted from your security deposit, as well as a fee of \$50.00.

**Notify cable/Internet services of your departure.**

Please take any equipment with you or return it to the appropriate company if you are renting it, e.g. cable box. *Continental will not return cable or internet equipment to local facilities; if found, we will dispose of it.*





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#### FORWARDING ADDRESSES

In order to receive your security deposit refund, you will need to provide forwarding addresses through your online portal. There are three ways to have your check returned via postal mail:

1. One check in one tenant's name — requires sign off from all tenants
2. Separate checks for each tenant — requires addresses for *all tenants*
3. One check with ALL tenant's names on the check per the terms of the lease

If your group chooses Option #1 or #2, you must complete the appropriate form on the following pages.

You also need to **forward your mail with the local post office** following the termination of your lease; we do not provide mail forwarding services. Forwarding address packets are available at any local post office or online at <https://www.usps.com/manage/forward.htm>.



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### **SECURITY DEPOSIT REFUNDS**

We will mail your security deposit to you within 30 days of your lease end date (regardless of whether you have vacated earlier) in accordance with the Pennsylvania Landlord Tenant Act.

In addition to any charges assessed to clean or repair your unit, the following items will be deducted from your security deposit if they are not paid before the end of your lease:

- outstanding charges, e.g. late fees, invoices, utilities
- unpaid rent
- NSF charges for returned checks
- legal fees that may have been incurred
- unreported damages to either the unit itself or the furniture

### **THANK YOU FOR YOUR BUSINESS!**

We would like to thank you for leasing with us. Please feel free to contact us if we can be of any assistance to you in the future.

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### OPTION #1 – ONE check made payable to ONE tenant on the lease

To ensure that it is mutually acceptable to make one payment to a specific tenant, **ALL TENANTS ON THE LEASE MUST SIGN BELOW TO AUTHORIZE THIS REQUEST.** Please note that signatures will be verified. Complete the following to receive ONE CHECK:

#### ADDRESS WHILE RENTING FROM CONTINENTAL:

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Resident's name, please print

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Sign/Date

---

Resident's name, please print

---

Sign/Date

---

Resident's name, please print

---

Sign/Date

---

Resident's name, please print

---

Sign/Date

(If you have more tenants/signatures than this form permits, please attach additional sheets to this form.)

#### Please mail ONE CHECK TO:

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Addressee name

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Street

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City/State/ZIP code

**PLEASE NOTE – WE ARE UNABLE TO MAIL REFUND CHECKS INTERNATIONALLY**



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### OPTION #2 – SEPARATE CHECK FOR EACH TENANT

If you are requesting a check to be written for each tenant, please include the name and forwarding address for all residents whose names appear on the lease. The amount of each check will be the total security deposit refund, equally divided by the number of tenants on the lease.

#### ADDRESS WHILE RENTING FROM CONTINENTAL:

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#### FORWARDING ADDRESSES (PLEASE NOTE: WE ARE UNABLE TO MAIL REFUND CHECKS INTERNATIONALLY):

---

**Resident #1**

---

Address

---

City/State/ZIP code

---

**Resident #2**

---

Address

---

City/State/ZIP code

---

**Resident #3**

---

Address

---

City/State/ZIP code

---

**Resident #4**

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Address

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City/State/ZIP code