

Dear Departing Resident(s),

As your move-out date draws near, we at Continental Real Estate want to take a moment to thank you for being a valued resident. We hope your time with us will be a memorable part of your state college experience.

Continental Real Estate is committed to facilitating a smooth transition for our departing residents. We strive to return your entire security deposit, and to assist in this endeavor, we have provided detailed instructions to help ensure the unit is left in the best possible condition. Adhering to the guidelines outlined in our move-out guide will help ensure the unit is left in the best possible condition, providing a hassle-free move-out. Instances of damage, inadequate cleaning, or personal belongings left behind may result in deductions from your security deposit.

It is important to note that charges may occasionally exceed the security deposit amount, leading to additional owed funds to Continental Real Estate. Following the instructions outlined in this move-out guide will help prevent such occurrences.

Please be advised that the lease end date can be located on page one of the lease agreement. Upon conclusion of the lease, all keys, and a professional carpet cleaning receipt **(if applicable)** must be returned to our office. ****Any keys or professional carpet or general cleaning receipts received after your lease end date will not be accepted.****

Security deposit refunds will be returned within 30 days after the expiration date along with an itemized list of any deductions. If you move out prior to your lease end date, please be advised that your lease will not expire prior to the agreed upon lease end date.

Once again, thank you for choosing Continental Real Estate. Should you have any questions or concerns regarding the move-out process, please do not hesitate to contact us at 814-238-1598 or via email at leasing@continentalrealestate.net. We wish you the best in your future endeavors.

Warm regards,

Continental Real Estate

MOVE-OUT PROCEDURES

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

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)
- **Professional 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 AppFolio portal access**

Do not leave the above-mentioned items at the rental premises. They can be dropped off at our office or mailed. **Keys mailed to the office must be received by the lease end date and mailed in a padded envelope to ensure they are not lost in the mail.** If the keys are not received in our office on the lease end date, there may be a lock change fee. If you are mailing your keys, please include your first/last name, building name, 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 12:00 PM on the expiration date of your lease, an overstay/holdover fee of \$200.00 will be charged for **every** day (after 12:00 PM) the unit is occupied beyond the lease end date.

Your account balance must be at **ZERO BALANCE**. Please remember that you have entered a joint and several lease and all persons on the lease are viewed as a group and not individuals. If there is a balance owed on your rental account, it will be taken out of the security deposit.

Often the result of not having a zero balance on your account can lead to additional money owed. **As per your lease agreement, you cannot use your security deposit as your last month's rent.** If you do not pay your last month's rent, you will be charged late fees. Please remember you can always check your account balance by logging onto your online AppFolio resident portal. If you need the information to access your account, please contact the office.

Move-Out Maintenance & Cleaning Expectations

Whether you find yourself:

- A seasoned veteran of multiple moves, regarded as an expert in the process,
- Someone with a few moves under their belt, possessing some level of experience, or
- Embarking on your very first move and grappling with numerous questions on what steps to take.

The conclusion of your lease can often be stressful, with expectations sometimes unclear. Your primary objective should be to leave the unit in the best possible condition for the next resident's move-in. However, failing to adhere to these guidelines may result in deductions in your security deposit.

Annually, Continental handles approximately 500 move-outs. To prepare units for move in ready conditions the following must be completed:

- Move-out maintenance inspection
- Move-out cleaning inspection
- Move-out painting Inspection

After the inspection is completed, the necessary work is carried out based on the findings from the inspections. These tasks require a substantial investment of time and effort from Continental. Your cooperation in the move-out process can accelerate the readiness of the unit for the next resident, potentially leading to a greater return of your security deposit.

CLEANING GUIDE

KITCHEN

- **Oven-** Spray the stovetop and burner pans (pan under the burner, also called a drip pan) with oven cleaner. Broiler pans and oven racks should be sprayed with oven spray and let to stand a few hours. Depending on the degree of cleanliness, you may need to leave the cleaner on longer. Wipe off the spray entirely. If burn marks remain, spray them again and repeat the entire process. Be sure to check under the burner pans (drip pans) and the inside and outside of the stove drawer. Lift and clean the entire stovetop that the burner pans rest in. Please be sure to clean the sides of the stovetop; this is where the majority of food, grease, and particles collect. The oven racks (inside the oven) must be removed in order for the oven to be properly cleaned. Spray the oven with oven cleaner spray. Sometimes oven cleaner can leave behind white residue. Residue easily wipes away by wiping with a wet cloth. Please make sure the white residue is completely gone. If your oven has a self-cleaning feature, you can try to use this prior to using oven cleaner, however this will have to run for several hours. **Do not use oven cleaner if you are using the self-cleaning feature on the oven! The**

oven could catch on fire! Once the self-cleaning cycle is complete, you can then clean the oven using oven cleaner, however please ensure the oven is cool.

- **Hood Range-** The hood to the stovetop can get very greasy during your tenancy. Clean by using a Brillo pad and cleanser. The back wall and sidewalls between the hood and the stovetop may need cleaning as well. Magic erasers often work well to clean these areas. If you find it hard to remove grease, heating a pan of water on the stovetop and allowing the steam to rise will help grease and food grime to loosen so they may be easily removed.
- **Microwave-** Clean the microwave inside and out with an all-purpose cleaner. Make sure all food particles are removed, especially on the inside top. Sometimes food particles in the microwave are hard to remove; placing a bowl of water in the microwave and heating it to a boil will allow the food particles to loosen so they may easily be wiped off. Make sure you have checked the back corners of the microwave as food particles can be pushed to these back corners.
- **Kitchen cabinets & drawers-** Empty out all cabinets and drawers. It is easiest to remove crumbs from cupboards and drawers by using a vacuum. Once vacuumed, wipe down all cupboards, shelves, and drawers using all-purpose cleaner and paper towels. Be sure to wipe off the outside of the cupboards and drawers. Cupboards used daily or cupboards near the stovetop may need special attention in removing build-up. If you have a microwave above your stove, please check the sides of the cabinets as these often have grease build up. Once you have cleaned the cabinets, **do not put items back in the cabinets!** Go through each drawer and cabinet to make sure there are no crumbs, hair, etc. Please keep in mind that you should start with the top cabinets and work your way down to the bottom cabinets. This will make cleaning easier.
- **Refrigerator/Freezer-** Wipe out any water/food particles using an all-purpose cleaner. It is easiest to clean the refrigerator if all shelving and drawers are removed. These items can be cleaned in the kitchen sink with warm soapy water. Clean the refrigerator by wiping off wire racks, inside walls, crisper drawers (and under the drawers), and shelves with all-purpose cleaner or warm soapy water. Don't forget to clean the egg holders, butter drawer, and in and around the refrigerator door seal!! Lastly, wipe down the outside of the appliance with bleach or all-purpose cleaner (top, sides, and front).

DO NOT UNPLUG THE REFRIGERATOR!! SIMPLY TURN IT TO THE HIGHEST SETTING. Unplugging the refrigerator and shutting the door will ruin the refrigerator. In this case, you will be responsible for the cost of replacing the refrigerator.

- **Dishwasher-** The final kitchen appliance left to clean is the dishwasher. (What?? You thought the dishwasher cleaned itself every time you ran it through the cycle?? Nope!) Make sure the inside is completely free of food particles. To clean the inside, use a Brillo pad and cleanser. Don't forget about the inside rim/edge of the dishwasher door as this often has food lying on it. Lastly, wipe down the outside of the appliance. Pay close attention to the buttons and inside

edge of the door.

- **Kitchen Sink-** Using a Brillo pad and abrasive cleaner, thoroughly clean the sink and fixtures. CLR or Lime-Away work best around the sink fixtures to remove calcium deposits and buildups. Since water drops tend to dry leaving a dirty appearance, after cleaning, remember to wipe off the fixtures with a paper towel. To leave a streak free shine, spray glass cleaner on the sink and fixtures then use a paper towel to wipe off.
- **Counter Tops-** Wipe off all kitchen countertops with an all-purpose cleaner. The countertop closest to the stovetop may need the special attention of a Brillo pad and cleanser. Do not leave streaks - wipe over the countertops with a paper towel and spray cleaner. Once you have cleaned the countertops, run your hands over them to make sure there are no remaining crumbs or sticky residues.
- **Floor-** It's finally time to clean the kitchen floor! Pull out the refrigerator (without unplugging it), remove the bottom drawer of the oven, and sweep the entire floor. Using Brillo pads and a cleanser, clean all corners and edges of the floor, as this is the area where most build-up resides. After this is completed, clean the entire floor using a mop and floor cleaner. If the floor dries with streaks, re-mop using only warm water.

BATHROOM

- **Tub/Shower-** The biggest cleaning job in the bathroom is the tub/shower unit. Clean it first as soap residue build-up is not very easy to remove. Brillo pads and cleansers are a definite must. Fiberglass tubs should be cleaned with a non-abrasive cleanser. Begin by scrubbing in a circular motion until you can no longer feel residue. Soap scum can be very hard to remove, but using CLR, Lime-Away or The Works toilet bowl cleaner (yes you read that correctly) can help to make the job a little easier. Rinse with warm water. Make sure to get rid of all mildew. Clean fixtures with glass cleaner and wipe them with a paper towel. If your tub/shower unit has glass doors, this same process should be used on them. Also, don't forget to clean out the track.
- **Toilet-** Cleaning the toilet is not a fun job, but it doesn't take too long. Pour toilet bowl cleaner inside the bowl, wipe clean with a brush, then flush. Make sure there is no residue ring in toilet bowl. If there is a ring you may need to repeat the process. Using bleach cleaner, spray down the entire toilet, wipe off lid, seat (behind and all around), and outside of bowl using paper towels. Don't forget to clean at the foot of the bowl and around the bolts attaching it to the floor. This is where most of the dust seems to collect. After you are done cleaning the toilet, take a dry paper towel over the entire toilet as this will eliminate any hair and dust that might have been pushed around after cleaning.
- **Medicine Cabinet/ Vanity-** Like the kitchen cabinets, use the vacuum cleaner to rid the inside of any particles and hair. Spray down the outside and inside (the shelves) of the medicine cabinet and vanity and wipe with a paper towel. Clean mirrors and sink fixtures with glass cleaner. Wipe out the sink using a sponge or paper towels and bleach cleanser. Rinse with only warm water and re-wipe with

sponge. Again, don't let water drops lay as they can leave a dirty appearance, wipe off with paper towels. Finally wipe down everything with a dry paper towel. This will eliminate any hair and dust that might have been pushed around after cleaning.

- **Heaters & Towel Bars-** Use an all-purpose or bleach cleaner, spray down entire unit and wipe with a paper towel. Once again, taking a dry paper towel over these items eliminates the dust and hair. Don't forget to carefully clean under the heater as well! A mop will not get the dust under the heater vents.
- **Floor-** Lastly, it's time to clean the bathroom floor. First, sweep or vacuum the entire floor. Next, use a wet, soapy sponge to wipe along the sides and corners of the floor. Pay close attention to areas around the toilet, behind door, and along vanity edges. Mop the entire floor using a floor cleaner. If the floor dries with streaks, re-mop using only warm water.

It is very important to not leave hair in the bathroom, so please check thoroughly.

Take a dry paper towel and wipe up the hair, you will ensure that nothing is left behind. If there is hair in the bathroom, even though you may have cleaned it, it leaves an appearance that you have not. Also, do not leave your toilet brushes, shower curtains, shower mats, rugs, or toilet paper in the bathroom. The new residents do not want the things you leave behind. We will ultimately throw these items away and **you will be charged.**

BEDROOM/LIVING ROOM

- **Windows-** Clean windows with glass cleaner. Cleaning tip -newspaper (yes newspaper) will eliminate streaks. Also clean any patio doors on the inside and outside, as well as the sliding door tracks. Don't forget to clean windowsills and window tracks. Using a vacuum to sweep up all the dust first will help make cleaning the window track/sill easier. Porches and outdoor areas should be completely free of debris.
- **Closets-** Closets should be completely free of debris. Wipe off shelves and bar with wet sponge and all-purpose cleaner. Do **NOT** leave hangers behind! The new tenants have hangers of their own!
- **Furniture-** (If your apartment is furnished) If furniture contains any glass parts, clean with glass cleaner. Dust all wood furniture with dusting cloth and furniture polish. Vacuum out all dresser drawers, then wipe out all drawers with furniture polish and paper towels. If furniture is anything other than wood, an all-purpose cleaner may be used. Don't forget to move furniture away from the walls to check for any debris that may have fallen behind or underneath. Use a vacuum on the couch/futon. Any **spills/stains** may need additional attention. Spray these down with Lysol as well.
- **Heater Units/AC units-** Thoroughly clean any air conditioning/heating unit with paper towels and all-purpose cleaner. The grill/cover should be free of dust and debris. Re-attach cover. Be sure to use vacuum attachments to clean under heating units.
- **Light fixtures-** If you have overhead light fixtures, be sure to clean the globe/light

fixtures with warm water and rid the overhead light of bugs, dust, etc. Also, clean all receptacle covers and switch plates.

- **Blinds-** Be sure to clean all blinds. If the blinds are too dirty, it may be easier to replace them. If you plan to replace the blinds, please make sure to measure first! Here is a helpful hint for cleaning blinds: use a sock or glove! Place the old sock or glove on your hand and dip the tip (or fingers) into a container of vinegar. Squeeze out any excess. Run your fingers along both sides of the first slat to remove dust. Repeat on the remaining slats, stopping periodically to rinse the dust off of the sock or glove and apply more vinegar.
- **Floors-** All carpets must be professionally cleaned, and a receipt turned into the office by 12:00 PM on your lease end date. Carpets must be vacuumed prior to having them professionally cleaned. Your floors should be the last item that you clean.

GENERAL TIPS/REMINDERS

- Blinds – should be cleaned and free of dust and grime. If the blinds are too dirty, it is often best just to replace them.
- Lights – 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 flush with the wall
- 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.
- Wipe down all switch plate/outlet covers
- 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.

CARPETING IF APPLICABLE

- Carpet machine rental from the grocery store or rental supply store is not a sufficient substitution for professional steam cleaning. Don't forget to turn in your professional carpet cleaning receipt by 12:00 PM 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 carpet and you will be charged. It is strongly recommended that the professional carpet cleaning service guarantee their work.

- **If you have air conditioning in your unit, it must be left on until the carpet is completely dry. In the event your unit does 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 May 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 your own arrangements to allow the 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 12:00 PM 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.

SMOKE DETECTORS AND CARBON MONOXIDE DETECTORS

- **Must be present and working** – Failure to keep functional batteries in any smoke detector or carbon monoxide 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 smoke detectors and carbon monoxide 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 to change all batteries (regardless of if they seem to be functional) to ensure your detectors will still be in working order on your lease end date in August

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 service off or take it out of your name until the date your lease expires, even 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 and completely full at the end of your lease.

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

Notify cable/Internet services of your departure.

Please take all/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.*

The following is a GENERAL table which serves as an example of a cleaning invoice, you could be responsible to pay if you do not clean your unit before moving out: ****PLEASE NOTE: This chart is for example purposes ONLY! Depending on the level of cleaning needed and the specific unit, these prices will vary.**

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

FORWARDING ADDRESSES

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.

If your group does not choose between or unanimously agree on one of the three options, it will default to Option #3.

You also need to **forward your mail with the local United States 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>.

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

PLEASE NOTE – WE ARE UNABLE TO MAIL REFUND CHECKS INTERNATIONALLY

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:

Resident's name, please print

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:

Addressee name

Street

City/State/ZIP code

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:

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

Resident #1 _____

Resident #2 _____

Address _____

Address _____

City/State/ZIP code _____

City/State/ZIP code _____

Resident #3 _____

Resident #4 _____

Address _____

Address _____

City/State/ZIP code _____

City/State/ZIP code _____