

# GILLESPIE PROPERTIES

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We have prepared some guidelines and answers to frequently asked questions regarding the check-out procedure. All keys to the apartment *and* mailbox must be returned to Gillespie Property Management, Inc. **prior** to or at the end of your lease.

Please follow a few simple cleaning guidelines. If you elect to leave your apartment in other than move-in condition, normal wear and tear expected, you will be charged \$25 per hour for each person we use to clean your apartment, with a minimum of one quarter hour billed.

If you do not want to do your own cleaning, there are local services that specialize in this type of cleaning. You should check the yellow pages or the classified section in the newspaper. If you plan to use an outside service, we advise you make arrangements with them as soon as possible. Please give your cleaner a copy of these guidelines.

## **CLEANING**

**DO NOT USE STEEL WOOL OR ABRASIVE MATERIALS SUCH AS COMET, BRILLO PADS, ETC. ON ANY SURFACE. These cleaning products will damage fiberglass, plastic, porcelain, and a variety of surfaces and you will be liable for any repairs or replacements.**

1. Refrigerators must be cleaned inside and out. The door seal and ventilation grill (on the bottom) are often missed. Remove the crisper drawers to clean under them and under them.
2. Clean the stove thoroughly – check and clean the top, oven, range hood, pan drawer, and under the burners to avoid expensive cleaning charges. At Carriage Lane and Carriage Way – lift the stove top. At Campus Oaks remove the burners and clean under them. Cleaning the oven is easier if you allow the cleaner to sit for several hours, even overnight in some cases. Be careful not to get the oven cleaner on the outer stove finish. Rinse the oven interior extensively with clear water to remove residual cleaner.
3. Kitchen cabinets must be cleaned inside and out, and on top, with a grease-cutting soap. Any contact paper you installed in the cabinets and any residual adhesive should be removed.
4. Clean all mini-blinds and vertical blinds with warm soapy water and rinse them so they are not streaked. Clean all windowsills.
5. Vacuum the entire floor area, moving furniture (including beds) to clean underneath. Pay special attention to the area along the baseboards. This area tends to collect a lot of dust throughout the year. The best way to clean this area is to sweep the area with a firm broom, then vacuum with a crevice tool. Remove the cushions from upholstered furniture and vacuum beneath them.
6. All dressers, drawers, desks, and hard covered chairs and tables must be cleaned.
7. Wash soiled kitchen walls with a weak solution of water and *Top Job* or equivalent. Do not use sponges or colored towels, as they may discolor walls. You may also use this solution to wash the baseboards. Only wash surfaces that are painted with a semi-gloss paint (kitchen and bath areas).
8. Vinyl flooring is best cleaned using a hand scrubbing brush and a dry towel instead of a mop. Mopping the floor does not remove ground-in dirt or adequately clean the corners or along the baseboards.
9. Use only a cleaner that is safe on fiberglass on the shower and tub. Pay special attention to remove soap build-up on shower doors. Clean shower door tracks.
10. Spend ample time cleaning toilets, mirrors, sinks and the bath vanity. Make sure toilet bowl and base is cleaned well.
11. We will steam clean the carpets. You will be charged for spot treatments, stain removal and in situations where the carpet has been excessively soiled.

12. Clean all windows, including sliding glass patio doors.

13. Sweep the patio or balcony.

14. Wash all dirt from the cold air return. The location of the cold air returns are as follows:

- Carriage Way.....Dining room by laundry door
- Carriage Lane.....Hall closet door
- Campus Oaks.....Opposite bedroom door closest to kitchen
- Colorado Oaks.....By patio/balcony slider

15. Wipe down all surfaces of the washer/dryer and clean the lint screen. Clean all shelves. **Do not move the machines, but** clean the floor around the machines as well as possible without moving the machines.

16. Remove *everything* that was not in the apartment when you took possession. You will be charged for removal and disposal of any personal items that are left in the apartment, including hangers. An additional charge will be assessed if GMI packs and stores any personal belongings.

**TENANT DAMAGE**

1. **DO NOT REPAIR DAMAGED WALLS.** You will *not* be charged for a reasonable number of small nail holes. Tape, adhesive fasteners, and picture putty are prohibited. You will be charged for any damage done by these products.

2. We touch-up paint each apartment at no charge. However, there is a \$50 per hour charge for surface preparation and painting needed due to extraordinary wear-and-tear to the walls, or to cover any paint you may have applied.

**KEYS**

Failure to return any key will require us to change the lock. Fees to change locks are currently:

- Lost key = Lock Change (one door).....\$90.00
- Lost key = Lock Change (two doors).....\$110.00
- Lost mailbox key = Mailbox Lock Change.....\$50.00

Locks are changed anytime all original keys are not returned to the office. If you mail your keys, please tape them to a piece of cardboard before putting them in the envelope. Identify yourself and the apartment so that your account can be properly credited. If keys are returned late, there will be a \$30 charge for office processing time.

**SECURITY DEPOSIT REFUNDS**

The final statement and deposit refund will be mailed within 30-45 days following expiration of your lease.

**FORWARDING ADDRESS**

Please change your address with the Urbana Post Office so your mail is forwarded to your new residence.