

UNIVERSITY APARTMENTS

Move Out Guide

Eagle Heights, Harvey Street, and University Apartments



Thanks for being a part of our community!

We hope you've had a wonderful experience living with us. We hope you will find this move-out guide useful as you prepare to leave the University Apartments community. The guide contains information about the check-out process and explains how charges are assessed for cleaning and damage.

There is also a checklist to help you keep track of many of the things you have to do.

Using the cleaning chart will help get your apartment ready for the check-out inspection and minimize the possibility of charges for additional cleaning.



Check-Out

An express check-out is a quick and simple way to turn in your keys. It gives you the flexibility of leaving when you have finished loading your vehicle and cleaning your apartment. Here's how it works.

When you are ready to leave, put your keys and parking permit (pieces are okay) in a yellow check-out envelope (provided in your lease termination packet) and put the envelope in the drop box at the Apartment Facilities Office (in the entry way), or at the Community Center (next to the ATM machine). Your apartment will be inspected the next working day. All keys must be turned in by midnight of your Lease Termination Date (see your lease termination information)

If there is specific damage or cleaning that you would like to discuss before you leave please contact the Apartment Facilities Office (262-2037) and we will make every effort to schedule a visit.



Cleaning

Our expectation is that your apartment will be clean and in good condition when you move-out.

Following the cleaning guidelines (pages 6–7) will help you meet our cleaning expectations and minimize the possibility of charges for additional cleaning after you have moved out. Previous residents have estimated that it takes about 20 hours to thoroughly clean an apartment. We recommend that you start early so you are not faced with cleaning an entire apartment at the end of an already long day.

Cleaning & Damage Charges

We do not bill for small nail holes made by the picture hooks provided by University Apartments. We will charge for damage caused by the use of other fasteners and hangers, such as screws, large nails, and ceiling hooks. Holes in woodwork or doors are considered damage. Attempting to repair damaged areas will not preclude you from being charged.

Charges will be assessed for any areas not cleaned to University Apartments standards and for damages beyond normal wear and tear. Heavily soiled or stained carpet, smoke damage, mildew, or inadequate cleaning may result in cleaning or repair charges being assessed. **APPEALS** for check out charges must be made **IN WRITING** and emailed to universityapartments@housing.wisc.edu. All appeals must be received within 90 days of the invoice posting to your account.

Security Deposits

Security deposits will be refunded after all check-out procedures are completed and all Division of University Housing accounts have been cleared and a refund check has been requested from campus. Typically this takes four to six weeks.

If you would like any refund check made payable to another person, you will need to complete and submit a **Security Deposit Refund form**. The form must be accompanied by a photocopy of your University ID card, Driver's License, or Passport photo. This form can be found online at www.housing.wisc.edu/apartments-leasing-terminatingyourlease.

Rental References

University Housing policy requires that we have a written release from residents in order to provide reference information to prospective landlords and mortgage lenders. You can obtain a release form at the Cashier's Office in Slichter Hall, the University Apartments Office or online at www.housing.wisc.edu/apartments-leasing-terminatingyourlease. Be prepared to provide picture identification to verify who you are when submitting this form.

For a rental reference, prospective landlords and mortgage lenders should contact: **UW–Madison, Division of University Housing, Collections Manager, 625 Babcock Drive, Madison, WI 53706. Fax # 608-262-4082.**



Moving Checklist

We recommend that you use the following checklist as a worksheet and check off each item as it is completed.

- Make moving arrangements.** Search for companies that will move your belongings or rent moving vehicles. We recommend that you confirm moving arrangements at least two weeks prior to your moving date.

Make sure you arrange for moving early enough. Sometimes vehicles are not available on the date you want. You may not be able to stay in your apartment if your moving plans are delayed.

If you will need special parking arrangements for a container or a truck, please contact the Apartment Facilities Office in advance of your move to make arrangements. You may not park moving trucks or containers on lawn areas or you will be charged for damage to the lawn on your final bill.

- Take a tour of your apartment and decide which items can be discarded, sold, or donated to charity.** Refer to the Recycling Guide and Storage Policy for guidelines on the disposal of large items. “For Sale” notices may be posted on the bulletin boards at the Community Center and the Brown Bus Shelter, and on bus stop kiosks. The University Apartments Office sponsors community-wide yard sales, usually in late spring and early fall. Be familiar with any packing restrictions the moving company might have. Many thrift stores will pick up large donations.

Make arrangements to have items picked up before your leave. We are not able to issue keys to others or store items.

Anything left in your apartment of value that can be stored will be held for 30 days before being discarded according to State regulations. We do not store soft sided furniture or mattresses. You will be charged for anything that has to be removed from your apartment.

- Inform the University of your new address.** Be sure to update your “My UW” account which can be accessed from the University homepage www.wisc.edu.
- Inform University Housing of your new address.** University Housing will need your new address in order to refund your security deposit. You can inform Housing of your forwarding address when you turn in your termination form or when you turn in your keys.
- Be sure to fill out a Change of Address form with the Post Office.** Forms are available at the Post Office (or online at www.usps.com). Let your bank, any companies that send you a bill, and any companies that send you magazines or catalogs know that you are moving. It takes six weeks to change the mailing address on magazines, so start this process early. If you have any questions about forwarding or holding mail, contact the Hilldale Station of the U.S. Postal Service at **1-800-275-8777**. The post office will stop delivering forwarded mail.
- Make your final payment.** Make arrangements to make your final rent payment. Remember you may not owe the same amount if you are leaving mid month and provided 90 days notice. You may owe rent after you leave if you did not provide 90 days notice to terminate your lease.

- ❑ **Arrange to discontinue or transfer electric service.** If you live in Eagle Heights or University Houses, Call Madison Gas and Electric Company at 252-7222 to cancel or transfer electricity service or visit their website at www.mge.com.
- ❑ **If you have Paid Parking, return the hang tag to the University Apartments Office in order to receive a prorated refund (if applicable).** There is a charge for hang tags not returned.
- ❑ **Locate all keys and your storage locker padlocks.** The charge for changing the door locks is \$50 if you do not turn in—on time—all apartment keys issued during the lease. The charge for a mailbox lock change when all mailbox keys are not turned in on time is \$15. If the University Apartments issued padlock that is provided for apartments with basement storage units is not left on that storage unit, there will be a \$35 charge for its replacement. All purchased keys must be turned in and the cost is nonrefundable. If you are not sure how many keys were issued for the apartment, contact the University Apartments Office or Apartments Facilities Office.
- ❑ **Take everything out of closets, cabinets, drawers, and your apartment storage area.** It helps to leave cabinet and closet doors open, so you can tell that those spaces have been emptied, especially the upper cabinets. Be sure to empty your storage locker.
- ❑ **Move out of your apartment.** Park your moving vehicle on the street or in your parking stall. **Do NOT drive on the grass** (you can be charged for damage to the lawn), **or on sidewalks.** Do not park next to the curb if it is painted yellow. Do not block other people’s parking spaces. If you are moving out early in the morning or late at night, please be considerate of your neighbors who may be sleeping or studying. Quiet Hours are 10 p.m.–8 a.m. If you are using a large moving truck or a storage container that is too large to fit into your assigned parking stall, please contact the Apartment Facilities Office in advance for an alternative location.
- ❑ **Check all around the outside of your building for anything that belongs to you.** Be sure to check the lawn, sandbox, and bike racks. Items left behind will be removed according to the guidelines of the Storage Policy.
- ❑ **Clean your apartment.** Cleaning guidelines are included in this packet. Heavily soiled or stained carpet, smoke damage, mildew, or inadequate cleaning may result in cleaning or repair charges. **(See Cleaning & Damage Charges on page 3.)** Cleaning supplies mentioned in this brochure are available at area supermarkets, hardware stores, and mass merchandisers. Be sure to read all directions before using any cleaning product.
- ❑ **Take a second walk through.** Go through your apartment and thoroughly check all cabinets, closets, and drawers for overlooked items. Make sure your storage locker is empty and the lock provided by University Apartments is left behind. The cost of removal of property left behind, will be included in your check-out charges.
- ❑ **Lock all apartment windows and doors as you leave.** Residents doing their final cleaning often open windows to air out the apartment and get rid of the smell of cleaning products. If windows are left open and it rains or gets very cold, there could be damage to the apartment before our staff have a chance to conduct the apartment inspection and notice the windows are open.

- ❑ **Turn down the heat.** If you are leaving during heating season, please turn your heat down to 65 degrees F when you leave.
- ❑ **Turn in all your apartment and mailbox keys and your parking sticker(s).** You are expected to return all of your keys, parking sticker(s), and hangtag (if you have paid parking) to the Apartment Facilities Office, or the University Apartments Office by midnight on the date that you specified as your last day in the apartment on your lease termination form. Place your yellow Express Check-out envelope in the drop box either at the Apartment Facilities Office or the Community Center. Be sure to leave a forwarding address so we can send any security deposit due to you after all charges have been processed.


Keep in mind—You may be charged for additional days rent, lock core changes, or both, if keys are turned in late or not at all.





FYI Most Common Reasons Residents are Charged at Move-Out

- Kitchen, bathroom, and windows need more cleaning.
- Grease not thoroughly removed from kitchen surfaces, wall, and ceiling.
- Painted surfaces are dirty.
- Main door lock or mailbox lock has to be changed because you lost a key or did not turn in all keys issued during the lease.
- Oven and stove top need more cleaning.
- Heavy damage to walls, doors, and flooring needs repair.
- Wall repair needed prior to painting.
- Removal of items left in apartment or storage area.
- Kitchen cabinets are dirty.
- Heat thermostat is damaged.
- Carpet is stained.

Following the cleaning guidelines in this move-out guide will help minimize the possibility of cleaning charges. If the cleaning expectations are not clear, please contact the Apartment Facilities Office **(262-2037)**.

Apartment Cleaning Guide

	KITCHEN	CLEANERS USED	SPECIAL INSTUCTIONS
	Wood Cabinets	Murphy's Oil Soap or Dawn Dish Soap	Clean with mild dish soap or soap specifically made for use on wood. Shelf paper must be removed and all adhesive residue cleaned.
	Refrigerator	All-purpose cleaner Sponge	Frost free, no defrosting necessary. Wash all walls, shelves, drawers, door parts including gasket and handle. Do not unplug the refrigerator; leave on lowest setting (1).
	Stove: range top, storage drawers & control knobs	All purpose cleaner such as Soft Scrub or kitchen de-greaser such as Formula 409	Use warm water with cleaners. Since this is usually a time-consuming task, we recommend cleaning this item in advance. Then it will not be such a big job when you are doing your final cleaning. (Apartment Facilities will replace drip pans after you move out.)
	Oven, broiler pans	Oven cleaner (Note caution for warm oven cleaning.)	Use this product according to directions on label. Rinse well with warm water (rinse more than once). If there is still heavy, baked on food, clean oven again. Clean in advance of check-out.
	Sink (porcelain)	A nonabrasive hard water stain remover/cleaner, such as Lime Away, or cleaning vinegar	If there is a heavy buildup of soap scum or lime (hard water deposit buildup or coffee/tea stains), try cleaning this area well in advance of check-out.
	Sink (stainless steel)	Nonabrasive cleaner such as a hard water stain remover, lime remover or cleaning vinegar.	Abrasive pads and scouring powder can scratch the stainless steel surface and leave a permanent scar on the surface. Follow directions on product.
	Walls around stove and ceiling	All-purpose cleaner. Grease dissolving cleaner such as Formula 409 or Easy Off Kitchen Cleaner	Heavy grease build-up around cooking areas needs to be removed. Clean above and below cabinet areas.
	Floor	All purpose cleaner, broom, mop	Sweep, rinse and wash the floor. Do not wax.
	Garbage Disposal	A few drops of Dawn dish soap	Flush with cold tap water while running disposal.
	Range Hood	All-purpose cleaner or degreaser	Heavy grease buildup around range hood needs to be removed

 BATHROOM	CLEANERS USED	SPECIAL INSTUCTIONS
Sink Walls Tub	Hard Water stain remover or lime remover, scouring powder, all purpose cleaner	Clean and/or remove all soap scum, dirt, hard water deposits, and stick-on decals.
Floor	Floor cleaner or all-purpose cleaner	Rinse floors and dry completely.
Toilet	Toilet bowl cleaner, all-purpose cleaner, soft brush & cloth	Clean inside and outside of toilet
Faucets	Lime remover, vinegar, all-purpose cleaner	Clean hard water deposits from faucet surface. (Do not allow lime remover to stand on chrome for more than 3 minutes or it will tarnish chrome.)
Medicine cabinet and mirror	Mild soap or glass cleaner	Wipe cabinet clean with soap. Shelf paper must be removed, surface cleaned, and all adhesive removed.
 ALL ROOMS	CLEANERS USED	SPECIAL INSTUCTIONS
Windows	Window cleaner	Clean window, as well as the track the window slides on.
Walls, doors, and shelves	All-purpose cleaner	Wash free of all marks, including crayon, tape, stick-ons, and other adhesive residue.
Heat convector panels	Soft cloth, all purpose cleaner	Remove stickers. Wash free of marks, crayon, grease, and other residue.
Carpeting	Vacuum free of dust, dirt & debris.	Do not shampoo. Carpet is professionally cleaned before the next resident moves in. See Charges on page 2. If there are significant stains, there may be charges.
 STORAGE AREA	CLEANERS USED	SPECIAL INSTRUCTIONS
Storage unit	Broom	Remove all items, sweep clean.
 YOUR OWN LIST	CLEANERS USED	SPECIAL INSTRUCTIONS