



Hickory Woods

Office Hours and Contact Information

Office Hours are subject to change during peak and slow business seasons.

Our current hours of operation are:

Management Office:

Monday – Friday 8:00 a.m. to 5:00 p.m.

Leasing Office:

Monday – Friday 8:00 a.m. to 5:00 p.m.

Saturday 10:00 a.m. to 3:00 p.m.

Office Phone Numbers

Management/Leasing Office	540-344-1842
Emergency after hours number	540-344-1842

RESIDENT HANDBOOK POLICIES AND PROCEDURES

Thank you for choosing Hickory Woods Apartments as your new home. We are very pleased you will be living with us. The information provided here is part of your lease agreement and needs to be reviewed carefully.

We welcome any questions you may have regarding this manual and ask that you direct questions or concerns to your property manager.

As a resident of a Virginia rental property you are required to abide by the provisions of each of the following:

- a. The Virginia Residential Landlord and Tenant Act
- b. The Lease signed with the management company
- c. The policies and regulations governing your property as stated herein (policies are subject to change. If change occurs, written notice will be delivered to you.)

Policies and Regulations are made for your protection, to assist you in avoiding charges and penalties, and to continue to make your property attractive and comfortable.



During office hours, you may pay rent at the management office located at 3006 Hickory Woods Drive. After office hours, please use the night drop box at the office entrance.

If mailing rent, please remit to:

**Hickory Woods Apartments
3006 Hickory Woods Drive
Roanoke, VA 24012**

Rent is considered to be paid when received by the office, regardless of the postmark date. Rent is due on the 1st day of each month for that month (i.e. January rent is due on January 1.) A late fee is automatically charged on the 6th of the month in the amount of \$50.00 along with an attorney's fee of \$20. Please allow extra time for holiday and weekend mail delivery. Please note that any balance past due (for example late fees, lock out fees, maintenance service fees, etc.) is considered rent and will be subject to late fees after the 6th of the month.

2.) Any **rent payments made after the 10th of the month, must be in certified funds** (Cashiers Check or Money Order)

CHECKS RETURNED BY THE BANK FOR NON-PAYMENT WILL NOT BE REDEPOSITED. In addition to a \$35.00 returned check fee, late fees will be applied in accordance with the lease. Your account will be considered delinquent until all rent and fees have been collected. Before dropping off or mailing your check, please make certain that the amount is written correctly, and the check has been signed. These delays in payment will add late fees to your account in accordance with your lease.

The office staff would greatly appreciate payment in the form of one check or money order per apartment. Additionally, it is extremely important that the apartment number is clearly written on the form of payment.

EMERGENCY MAINTENANCE SERVICE

We pride ourselves on our maintenance staff and the quality service they provide. We respond to emergency maintenance calls after 4:30 p.m. Please call 344-1842 to report any emergency problems, such as:

1. No electricity
2. Loss of heat if temperature is below 60 degrees
3. Stopped up toilet, if it is the only toilet in your home
4. Sewer back-ups
5. Plumbing problems including flowing water
6. Any kind of leak
7. No hot water
8. Refrigerator failures
9. Security problems such as broken locks, broken doors, glass, etc.
10. A noticeable gas smell (also contact the Gas Company)
11. Any kind of electrical spark of the stove, electrical outlets, etc.
12. Air-conditioning failure will be considered an emergency only when a medical condition is of concern or outside temperature is above 80 degrees

PRIVACY POLICY

We believe that as our resident, you have a right to complete privacy. We do not give out addresses, phone numbers, or email addresses on any of our residents. Therefore, it is very important that you provide your new address and phone number to your relatives, friends, and business associates after you move in. In the case of an emergency, we will, however, make every effort to contact you personally.

We also try to protect your privacy by forbidding soliciting on the property. This includes all door-to-door sales and the dissemination of any and all literature not delivered directly by the postal service or Management Office. Please report all unauthorized solicitors to the Management Office. Hand-delivered newspapers are, of course, exempt from this restriction.

CONDUCT AND NOISE COMPLAINTS

Living in a community requires consideration of others, especially where noise is concerned. Residents and their guests are expected to extend common courtesy to their neighbors. (See section 21 of your Lease.) We ask that residents NOT use the following during the hours of 10:00pm – 8:00am: Dishwasher, Washer/Dryer or vacuum.

Most noise complaints result from boisterous behavior or loud stereo systems. If you encounter noise problems, we suggest that you first talk to your neighbors about the problem, but only if you are comfortable doing so. Often residents do not realize how clearly sound travels.

There is a noise ordinance in the City of Roanoke and in some of the surrounding counties. The hours of the noise ordinance are from **10 pm – 6 am**. Please contact the local police if you are experiencing a serious problem after our regular office hours. Also notify your property manager the following business day with the apartment number of the offending resident and the details surrounding the complaint. Please be advised that repeated noise complaints may result in warnings and possibly eviction should the problem continue.

You are responsible for the actions and damages of your guests and any uninvited guests which may enter our property as a result of your party or gathering, whether you are aware of their actions or not. **All costs incurred by the Landlord as a result of a party or gathering will be your responsibility**, so plan your parties well and avoid large crowds which may get out of control.

Loitering and/or public drinking of alcoholic beverages is not allowed anywhere on the premises. Please contact our Management Office and the Police Department in the event that you witness gatherings which you suspect involve public drinking or the use of illegal drugs. Any use of alcoholic beverages and/or illegal drugs in public may result in eviction.

SMOKE DETECTORS

You are responsible for maintaining your smoke detector during your occupancy of the premises. Smoke detector alarms are installed to give you early warning of dangerous smoke. Upon move-in, your smoke detector will be checked to make sure it is in good working condition. Please be advised that if the battery is removed from your smoke alarm at any time during your residency, or if the battery is missing at the time of your move-out inspection, you will be billed for the replacement of the battery. Please test your smoke detector periodically. This is for your own safety and that of your neighbors, in the unlikely event of a fire.

Do not disconnect your smoke detector, this is a violation of the fire code. You could be held liable for disconnecting it during your residency. Please help us utilize this safety feature to its maximum potential by keeping it in good working order at all times. If you have a battery operated detector, an intermittent beeping means that the battery is running low and needs replacement. For reference, replace the battery in your smoke detector twice (2) per year – during daylight savings time in the Spring and Fall. If you experience a problem with the function of your smoke detector, please promptly report it to the office.



This service is provided to residents as a convenience only. We want to assist you but we cannot guarantee that we will be able to give you access at all times. **Attempting to gain entry through windows or by other means is prohibited.** Damage occurring as a result of attempting to gain entry by windows or any other means will be billed to the resident.

During regular business hours, a key may be borrowed from the Management Office located at 3006 Hickory Woods Dr. This key may be used free of charge, but must be returned by 5 p.m. on the same day borrowed. Failure to return this key will result in a charge and possible lock replacement costs.

After business hours, it is necessary to call the answering service at 344-1842. The fee for after hours lock out service is \$40.00. It is necessary that you provide a name and phone number when calling to request after-hours lockout service. The lockout service fee is incurred when the request is made for lockout service.

Only residents on the Lease may request lock out service. **Positive identification will be required when a Hickory Woods employee provides the key.**

For your safety it is important that you secure all locks to your apartment at all times. You should carry all keys with you at all times. Hickory Woods staff members are required to secure all locks when a staff member leaves your apartment.

Please note that locks are not changed when there are name additions/deletions or renewals, etc. to the lease agreement. **We are happy to provide this service upon the request of the resident and at the resident's expense.**



PETS



As a pet owner, you must accept full responsibility for your pet. The ability to have a pet is considered a privilege and not a right.

The Landlord solely reserves the right to regulate the number, type, and size of pets allowed. Before you obtain a pet, check with the Landlord to make sure it will be allowed. You must apply for Landlord approval by completing a pet addendum, which becomes a part of your lease agreement.

The following pets are not permitted at our community at any time:

Reptiles, Rodents (including ferrets), Rottweilers, Doberman Pinschers, American and Pit Bulls, American Staffordshire Terriers, Staffordshire Bull Terriers, Chow Chows, Wolf Hybrids, Alaskan Malamute, Great Dane, Siberian Husky, Presa Canario(Canary Dogs), Cane Corso, Mastiff, Bull Mastiff, and Staffordshire Terriers unless used as a service animal. This includes mixed breed dogs with one or more of the aforementioned breeds.

You will be found in violation of your lease agreement if wording such as “mixed breed” or “mutt” on the Pet Addendum is later determined to be one of the breeds listed above (or a combination of them). All pets must have the appropriate licenses and vaccinations, as required by city, county, or state law. We do not allow pets that have been found to be dangerous or vicious on the premises at any time.

If you call for maintenance service, please be sure to mention that you have a pet.

Do not chain, tie, or contain pets on patios or in the property common areas. Do not leave pets unattended inside your apartment for longer than 12 hours. Pets must be attended to by you and on a leash whenever they are outside.

As a pet owner, you are responsible for any damages your pet may cause in the apartment and on the grounds. After you vacate your apartment, a carpet professional will check for any damages to the carpet.

Pet owners and non-pet owners alike deserve a clean, healthy living environment. Dog owners are required to clean up their pet’s waste. Failure to obey this policy will result in the following fines:

- 1st offense: \$100
- 2nd offense: \$200
- 3rd offense: Removal of pet indefinitely from the premises

No visiting pets of guests are allowed on the premises for more than 24 hours. Please be aware that you will be responsible for any damages incurred by visiting pets.

The Landlord solely reserves the right to revoke pet privileges at any time.



VEHICLES

Please drive carefully on the property, **15 mph** is the maximum speed allowed in our community.

Absolutely no routine maintenance, alterations, or any activity deemed as “auto-mechanics” is permitted for/on vehicles in the parking area. Any vehicle that is in an unsightly state of disrepair, has flat tires, is jacked up on supports, is inoperable or lacks proper state licensing or inspection may not remain on the property for more than 24 hours. Commercial vehicles, boats, trailers, and recreational vehicles are not allowed. Any vehicles violating this rule are subject to towing at the owner's expense without warning.

Parking is for residents and guests only. Please ask your guests to be sure to park in areas away from the buildings so that other residents have access to spaces closest to their home.

Due to limited parking, and to be fair to everyone, please only park one car per apartment in spaces directly in front of apartment buildings.

In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Do not park on yellow curbs, in yellow marked areas of pavement, in handicapped spaces if you do not have the proper pass, etc. **Any vehicle parked illegally can be towed at any time, without notice, at the owner's expense.**

BICYCLES, MOTORCYCLES, SKATEBOARDS, AND ROLLERBLADES

The City and State Fire Codes prohibit the placing of bicycles, motorcycles, and trash at entrances or on steps or landings of buildings. Mopeds and motorcycles can never be put inside apartments. They must be kept in the parking lot. Bicycles, however; may be stored inside your apartment or on your patio. They may never be attached to any railings. All vehicles on the property must maintain proper license and registration as required by state law.

Bicycles, skateboards, and rollerblades are not permitted on sidewalks, staircases, handrails, or breezeways. These sports are also prohibited in the pool area. Please only use skateboards, bicycles, and rollerblades on asphalt roadways or parking areas.

STAIRWELLS AND BREEZEWAYS

Bicycles, grills, shoes, and other articles must not be stored in/on walks, entrance halls, or stairways of buildings. These articles may be stored inside your apartment. Please do not place garbage or trash outside your front door, even with the best intentions of going to the dumpster. In the case that these items are left outside, a \$25 dollar removal fee will be charged to the residents' account for each item or bag of trash removed.

UTILITIES

Electricity must be connected in your name from the day the Lease begins and must remain connected throughout the entire lease period. Any electrical service which is not covered under your service account during the lease term may be billed to you by Hickory Woods Apartments to recover our costs for electric service to your apartment, including connection fees.

Gas is not available at Hickory Woods Apartments.

Water/Sewer- Residents is responsible for payment of water/sewer utilities. Resident will be billed for usage from a 3rd party company. Hickory Woods will place water/sewer in residents name at the time of move in.

Trash Removal- Trash will be billed with water/sewer utility bill. Trash fee is \$3.00 per bedroom.

The property owner does not maintain telephone and cable lines inside the building and apartment. *Phone line maintenance insurance, which should cover any or most repairs, is available through the phone company and is highly recommended by the management.* Problems with phone or cable lines should be reported to your phone or cable provider. Alterations or

additions such as phone jacks may be installed only with your property manager's approval and at your expense.

All phone and cable wires must be secured along the baseboard or door jambs and cannot cross thresholds, traffic areas, hallways or any common area in the apartment. Please contact your property manager should you have any questions about this matter.

SATELLITE DISHES

Under certain restrictions, the installation of an individual satellite dish within a Resident leasehold is permitted. Before installation you must contact your Property Manager to review the restrictions and sign the appropriate addendum to your Lease Agreement.

TRASH DISPOSAL

Trash dumpsters are provided for your convenience. This service is provided for **disposal of household trash only**. Collapse cardboard boxes prior to placing them in the compactor. Please do not sit trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove trash, your account will be billed. This includes cigarette ends and any other debris thrown from porches. All items other than household trash should be disposed of at the Roanoke Valley Resource Authority at the expense of and responsibility of the resident. You might also consider donating items to the Salvation Army or other such charity organization, or selling items to a second-hand or used furniture business.

COMMON AREA USAGE

The area surrounding your apartment to include lawns, sidewalks, and any other free spaces inside the community are to be enjoyed, with consideration of your neighbors. Personal items left in the common areas may be removed and disposed of, without notice, at the expense of the resident.

GRILLS

As of October 1, 2003, a state law became effective regarding the use of grills in apartment communities. The Virginia State Fire Prevention Code, 307.5 states that it is illegal to use an open-flame grill on wooden balconies or on patios within 10 feet of a combustible building. Therefore, Hickory Woods does not allow any grills on wooden decks or balconies. All apartment homes may use a grill if it's placed at least 10 feet from any building structure and trees.

The penalties/fines are very heavy for breaking this law – punishable by one year in jail and a possible \$2,500 fine. The Management Company will be monitoring the usage of grills and any non-compliance of this state law could result in eviction from the property, as this will also be viewed as a violation of your lease agreement. We are asking that you abide by this new law so as not to force us to ban grilling on the entire property if the privilege is abused. For your convenience we have installed charcoal grills throughout the community to be shared by the residents.

APPLIANCES AND PLUMBING

Shower Stalls/Tubs: Do not clean with any abrasive cleaners that will scratch tile surfaces. Always close your shower curtain fully during use to prevent leakage and use a heavy bath mat on the floor. You may be responsible if water flows into the floor level below your bathroom. Mold and mildew can be kept to a minimum if you regularly clean and keep your bathroom ventilated. If you discover that the caulk or grout around your shower/tub is deteriorating, please contact our office for repair.

Toilets and Drains: Please use a plunger to try to clear a clogged toilet. If this attempt is not successful, call our office for assistance. Do not flush paper towels, cotton swabs, feminine hygiene products, condoms, diapers, or any foreign object down drains. There may be a charge for removal of any foreign object as well as any resulting damages. In the event that you report a clogged toilet, and the maintenance department is able to clear the clog by simply plunging the toilet, you may be billed for the cost.

Shut off Valves: If you have any leaking water in your apartment from a sink, an appliance or a toilet, the shut off valves are located nearby to stop the flow of water. Look below the kitchen sink for the shut off valve for the sink. The valves for each toilet are located behind them near the floor.

Washer Dryers: All apartment homes are equipped with a washing machine and dryer. The landlord agrees to maintain the machines, however; the Resident will be responsible for service, repairs, and any subsequent damage caused by Residents abuse or neglect. Prior to each use of the dryer, Resident should clean the dryer lint screen. Resident will be responsible for any damage caused by overflow due to improperly loading or overloading the washing machine.

Dryer Vents: At any time that you find your dryer vent detached, please call our office for a repair.

Air Conditioning: Set thermostat at "COOL" and "AUTOMATIC" at the desired temperature. Run your air conditioning for an adequate amount of time before reporting unit inefficiency.

Garbage Disposal: Garbage disposals are to be used for all wet garbage with the exceptions of bones, rice, pasta, celery, corn shucks, and other hard items. The cost of repairs to a disposal will be incurred by residents if they are found to have been negligent.

Residents are responsible for any repair costs associated with the misuse or abuse of the equipment provided.

SAFETY AND SERVICES

The entire apartment should be kept free of trash and debris, including all hallways, patios, furnace closets, balconies, entry landings, and stairways.

No dangerous or flammable fluids are to be kept inside the apartment at any time. Where applicable, stored items should be placed at least 3 feet from furnaces and water heaters.

The decks and patios are to be kept neat and orderly at all times. Conventional patio furniture, plants, and bicycles are allowed on the decks and patios. Inappropriate furniture, kegs, trash, laundry, towels, blankets, clothes, etc. may not be stored on the decks and patios. In addition,

nothing is to be thrown from any decks at any time. If clean up is necessary below your deck, you will be billed for the time and disposal fees.

Railings must **never** be climbed over or loosened by anyone. Such action could result in serious injury or death.

Hickory Woods Apartments will replace broken windows and doors immediately at the resident's expense. If screens are torn or pulled from the building, residents are charged for the cost of repair or replacement. Do not try to enter the apartment through the screened windows and patio doors. Damaged screens look like easy access to your apartment to people driving or walking by. Please report them promptly to the Management Office.

Replacing interior and exterior apartment light bulbs is the responsibility of the resident. Should you notice any common area lights that need replacing, please contact our office.

Exterminating: If you would like to have your apartment exterminated for pests at any time during the year, please call our office. Bug Man Exterminating sprays for pests every other month at no expense to the resident. However, in the event that an apartment is infested with fleas, the resident is responsible for payment of services. If a pest problem exists, please notify the Management Office immediately. Failure to do so can cause insects to migrate into adjacent homes.

SNOW

When snow is forecasted, please park your vehicle a few inches back from the curb to facilitate plowing and prevent injury to vehicles as the sidewalks are cleared. Residents are responsible for clearing snow away from individual vehicles. Please do not remove snow from your vehicle onto the sidewalks or walkway areas.

ALTERATIONS

As a resident, you are prohibited from making alterations, installations (including installation of additional locks or chain latches), repairs or redecoration of any kind to the premises without the prior written consent of the management. Hickory Woods Apartments does not intend to unreasonably withhold consent, but may require you to return the premises to its original condition when the Lease term is completed. No signs, lights, or antenna wires may be installed on the exterior premises or in the windows.

WATER BEDS/AQUARIUMS

Because of the potential for extensive water damage and because of the enormous weight of a waterbeds and aquariums, prior permission must be obtained from your Property Manager before these items will be allowed on the premises. Proof of renter's insurance for \$300,000 liability coverage is mandatory if permission is granted.

LEASE RENEWALS

We appreciate long-term residents and encourage renewals on a regular basis. We will be contacting you 60 to 90 days prior to your lease ending date to determine if you will be staying in your apartment for an additional year. You will be asked to respond to us by a specified date in order for us to reserve your apartment and remove it from our availability list. It is particularly important that we hear from you by this deadline, as demand for our apartments is very high.

A lease may not be renewed if an unlawful detainer has been filed more than twice (2) times within a twelve (12) month period for late rental payments. If you have further questions regarding the renewal process, please contact our leasing staff.

We will kindly extend your current lease through the end of your lease expiration month at no additional charge. Any lease extensions longer than one month, or extending into a new calendar month, will require a Month-to-Month lease and an additional month-to-month fee of \$55.00 per month.

EARLY TERMINATION

Early Termination Program- We do not offer an early termination program. Please contact the rental office to discuss our re-rental program.

Early Termination- Residents age 62 and over- Any resident age 62 or over living on an income solely comprised of social security benefits may terminate their lease with a 30 day written notice due to loss of income such as death of spouse or necessary relocation to an assistant living facility. Transfers to an assistant living facility will require written notice from a physician at the time of notice.

PROPERTY TRANSFER

A resident may request a transfer to another available apartment within the community during their lease as long as you have resided in your current apartment at least six months. A lease transfer fee of \$250.00 is required. The maintenance department will perform an inspection of the current apartment prior to the transfer. Any damages from the current apartment must be paid prior to the transfer.

SUBLETS, LEASE-TAKEOVERS AND SUBSTITUTIONS

Because of your personal liability and our obligation to act in accordance with The Fair Housing Laws, no advertisement for lease-takeovers or sublets and no agreement to take over a lease or sublet are to be done without the permission of the Management.

Should you ever find it necessary to break your lease, please contact our office for available options.

MOVE IN/MOVE OUT REPORTS

Please carefully review your Move In Report, which will be given to you upon move-in. This list itemizes permanent defects that will not be repaired or billed to you since they existed prior to your taking the apartment. The Move In/Out Report and any changes or additions to it **must** be completed and returned to our office within **five** days after you move into your new home.

VACATING

Upon termination of this Lease, all Residents shall completely vacate the premises, including the removal of all personal property and furniture on or before **5:00 PM ON THE DAY OF LEASE EXPIRATION**.

All keys, including door locks and mailboxes, as applicable, must be returned to the office at 3006 Hickory Woods Drive.

Upon notice from any resident that the apartment is no longer occupied, Landlord will assume the right of possession.

Each resident, upon returning his or her keys, relinquishes all rights and privileges granted under the Lease and returns possession to the Landlord for any and all purposes. These rights include, but are not limited to, parking, use of the swimming pool, and right of entry into the apartment. The Landlord may assume that the condition of the apartment at the time keys are returned is the condition in which the Resident intended to leave it. In the event that all keys have not been returned by **5 PM** of the termination date of your lease agreement, and the apartment has been vacated, possession of the premises will return to the Landlord, and charges for re-keying the apartment will become the resident's responsibility.

No right of storage is given to residents after the lease agreement ends and Landlord has no duty to protect the Resident's possessions against loss. Residents will be charged for all costs to remove or dispose of abandoned trash and/or property once the lease has ended. Any abandoned property will be handled in accordance with the Virginia Residential Landlord and Tenant Act, Section 55-248 38.1. Please see your property manager for more specific details regarding this procedure.

Before departure, Resident shall turn over to the Landlord the premises and all its fixtures and equipment in good and substantial repair, thoroughly cleaned, and in sanitary condition, reasonable wear and tear excepted. Resident may request to be present at the time the Landlord inspects the premises to verify the condition of the premises and its contents. Residents shall prepare their apartment for inspection according to the Cleaning Guidelines in this manual.



CLEANING GUIDELINES



Within 24 hours of moving into the apartment, we recommend that you inspect your apartment to assure the following cleaning guidelines have been met. If you feel that cleaning is not to this standard contact your property manager immediately. You will be responsible for the cleaning as outlined below when you vacate.

Management reserves the right to assess the quality of the work you have done, or contracted professionally, at move-out; and charges may occur as a result of poor cleaning or other work performed by the resident for move-out.

1. All surfaces including baseboards, molding, doors, woodwork, outer and inner window sills, window tracks, and heaters cleaned of all dust, dirt, and fingerprints.
2. All exterior entrance doors and ground floor windows including sliding glass doors and tracks cleaned inside and out. All windows above the ground floor need to be cleaned from the inside. All thresholds cleaned of dirt and cobwebs.
3. All closet shelves, doors, floors, furnaces, hot water heater, and louvers cleaned. All hangers removed from rack.
4. All decks and patios swept clean of leaves and dirt. All grills, newspapers, etc. removed.
5. All light fixtures (interior and exterior) cleaned of dust, bugs and cobwebs. Light globes must be removed and cleaned of dust and dirt.
6. All blinds cleaned of dust and dirt.
7. All light switch plates, thermostats, ceilings and walls cleaned of fingerprints, smudges, and grease.
8. All stairs cleaned of dust and cobwebs, especially in corners. All handrails wiped clean. All risers cleaned of scuff marks and dirt.
9. All vinyl floors must be thoroughly cleaned including removal of any dirt. Baseboards and corners must also be free of dirt and dust.
10. All washers and dryers cleaned thoroughly inside and out. All soap and lint residue cleaned from machines. All knobs and selection panels cleaned of fingerprints and dust. All lint and debris cleaned from hoses and spaces behind machines.
11. All cobwebs vacuumed from corners, walls and ceilings.
12. All carpets must be free of stains, dirt, hair, and trash debris. Self-shampooing of the carpets will not suffice in place of professional steam cleaning, and proof of professional steam cleaning is required by providing a receipt or invoice for the cleaning, unless a restoration fee was paid at move in.
13. All heat and air conditioning vent covers must be free of dust.
14. All belongings, including coat hangers, trash, boxes, soap, toilet paper, shower curtains, etc. must be removed.
15. Painted surfaces must be cleaned of all marks, grease, dust, dirt, fingerprints, etc. Marks, grease, and fingerprints are especially common on doors and switch plates. Remove all nails, plant hangers, hooks, and picture hangers.

Kitchens

All surfaces and the interior and exterior of all appliances must be cleaned of any food, grease, dirt, dust and cleaning residue. In particular:

1. All cabinet doors, handles, shelves, and drawers cleaned of all food residue, handprints, and grease. Cabinet shelves and drawers must not have crumbs or be sticky to the touch. Shelf paper and liners must be removed.
2. Refrigerator and freezer cleaned completely. All shelves, drawers, racks, ice trays, molding, and door gasket cleaned of food residue and mildew. All exterior surfaces cleaned of dust and food. Drawers should be cleaned on all surfaces, as well as the area beneath the crisper drawers.
3. Stove, broiler, oven and range hood cleaned of all grease, food and dirt. All knobs, burners, lights, exhaust fans, broiler pans, racks, windows, burner pans, and area below burner pans and bibs included. All cleaning residue wiped clean from appliance.
4. Dishwasher cleaned inside and out. Racks, soap dish, and gasket cleaned of food and soap residue.
5. All counter top and appliance surfaces cleaned of dust and food, especially at the edges.
6. Sink cleaned of any residue, stains and water spots. All chrome faucets and fixtures cleaned to shine.

Bathroom(s)

All surfaces must be cleaned thoroughly of any hair, mildew, dirt and dust. In particular:

1. Sink, drains, and faucets cleaned of soap residue and stains. Soap dish and toothbrush holder should be cleaned to a shine. Chrome faucets and handles cleaned to a shine.
2. Toilet seat, base and tank cleaned.
3. Medicine cabinet, shelves, drawers, and vanity cleaned of hair, dust, shampoo, razors, etc. All mirrors cleaned of smudges and streaks.
4. All toilet paper, soap, shower curtains, and shower curtain rings removed.
5. All tile and grout scrubbed free of mildew and soap residue.
6. Tub and shower stall cleaned of stains, rings, and soap residue.
7. All chrome fixtures, including showerhead, towel racks, faucets, toothbrush, soap, and toilet paper holders cleaned to a shine.
8. Exhaust fans brushed and cleaned of all dust and lint.
9. Light fixtures cleaned free of bugs and dust with working light bulbs.

Finally, we understand that no one wants to be charged for cleaning or repairs. Therefore, we have outlined for you the charges that may be deducted from your security deposit return if you fail to properly clean your apartment and/or if there is damage to the apartment in excess of normal wear and tear. We hope that this information will be helpful to you. The items listed below are not all-inclusive and prices are subject to change.

CLEANING

Full Clean:	\$80 - \$200
Trash removal:	\$25 per bag
Drip Pans:	\$6.00 to \$10.00 each
Removal of abandoned property	\$25/hour
Inventory:	(\$25 min. charge)
Daily storage fee:	\$5 per day
Carpet Cleaning:	\$60-\$100*
	*only required if a restoration fee was not paid at move in)
	*prices does not include cost for severe stain removal

Please note that if you choose not to clean your blinds we may replace them. In most cases it is less expensive to replace them than to have them cleaned.

REPAIR

General maintenance: \$25/hour plus materials (\$25 min.)

Dry wall repairs: \$25/hour plus materials (\$25 min.)

Note: Overtime charges may apply for some repairs so that we can meet our schedule for incoming residents.

REPLACEMENT

Screens: \$25 per screen

Glass windows: Cost varies depending on bill from Glass contractor

Main entrance doors: \$25/hour plus materials (\$25 min.)

Mini Blinds: \$25 per blind

Vertical Blinds: \$65 per blind

Carpet/Vinyl Replacement Cost varies depending on age and amount of damage

