

## General Move Out Policies

### Kay Four Properties

- 1) Be sure that you have conformed to the requirements of your lease.
- 2) Please ensure that your forwarding address is left in writing with your caretaker. We will not be able to forward your security deposit refund without a forwarding address and/or phone number.
- 3) Return all keys to your suite and mailbox prior to your departure. If we do not receive all keys we will be forced to change the locks. This fee will be deducted from your security deposit.
- 4) Should you live in a building with an elevator and require the elevator for your move out, be sure to book it with your caretaker well in advance of your move out date.
- 5) Ask your caretaker to show you how to move your stove and refrigerator without damaging the floor. It must be clean behind these appliances.
- 6) **Move Out condition reports will only be conducted during daylight hours.** Make an appointment with your caretaker for a move out inspection report of your suite to be conducted prior to the expiry of your lease. This inspection should be conducted after your furniture has been removed and the suite cleaned. Any undue damage is the tenant's responsibility to pay for or replace. Be sure to give your original copy of the condition report (received upon move in) to the caretaker when they prepare your move-out report in order to receive an immediate copy of the move out report.
- 7) It is in your best interest to ensure that your suite is left clean and in good repair before you vacate, as any damages will be noted and sent to the office for review. Repair and cleaning costs will be charged to you. Your caretaker will not provide you with repair costs as actual costs can only be known once professionals have conducted (or estimated) the repairs.
- 8) Please note that our refuse bins are for household waste only. Bulky items such as furniture cannot be placed in the bins. You should arrange for their removal. Placing such items in the bin or leaving them behind will result in a minimum \$50 charge for their disposal.
- 9) You have the legal right to note your objections to the condition report in the comments section (or on the back) of the report. You do not have the right to change what the caretaker writes in the boxes on the report.
- 10) Security deposit refunds will be forwarded within provincially dictated deadlines. They are generally mailed by the fourteenth day of the month after you vacate.

Please see the reverse for a guide of cleaning tips for your suite. Should you have any questions, please contact your caretaker or the office.

# Suite Cleaning Guide

Prior to inspection, it is the responsibility of the tenant to have their suite cleaned. Charges will be assessed for items left dirty or damaged. Please understand that this list is not comprehensive, it is only a guide to assist you:

## **FLOORS / CARPETS:**

- All hard surface flooring should be washed and stain free
- All carpets in the suite should be appropriately cleaned. There should be no stains left on them. Tenants will be billed for carpet cleaning at market rates unless carpets have been properly steam cleaned just before departure and a receipt provided as proof.

## **KITCHEN:** (Ask your caretaker about ways to avoid damaging the floor when you move appliances)

- Stove: clean top elements, drip pans, rings, oven racks, oven walls, top, sides, behind stove– There will be a minimum \$50 cleaning charge assessed for any stove/oven found dirty.
- Fridge inside and out, and cleaned behind – There will be a minimum \$30 cleaning charge assessed for any fridge/stove found dirty
- Cupboards, Cabinets, sinks, backsplash, counters, fan cover(s) should all be wiped/washed.

## **BATHROOM:**

- Basin cleaned
- Tub and tiles/surround cleaned and free of soap scum
- Toilet free of stains and cleaned inside and out
- Cabinet inside and out
- Fan cover washed and clean

## **BEDROOMS, HALLS, LIVING ROOM/ DINING ROOM:**

- Windows and sills (clean sills between glass pieces).
- Air conditioner wiped clean, filter cleaned.
- Closets should all be empty and wiped clean.
- Drapes should be washed, ironed, and stain free.

## **OTHER:**

- All walls and shelves should be clean and stain free.
- Heat registers should be vacuumed and wiped clean.
- All light fixtures should be cleaned and free of dust. All light bulbs must be in working order.
- Nails and hooks should be removed from walls and ceilings.
- A reasonable number of small nail holes is acceptable. Check with your caretaker before patching any holes with any compound to ensure that you do not cause damage to the suite. Improper attempts to patch holes may cause further damage, which for which you will be charged.
- Stickers should be removed from all surfaces in the suite.
- Screens in all windows should be intact and free of tears and holes. Any damaged screens will be replaced at a minimum charge of \$40 per window (more for patios or large windows).
- Garbage should be removed from the suite and all storage areas.
- Balconies should be cleaned and swept.
- Lockers must be left empty.

**NOTE: Any cleaning will be billed at \$30/hour with a minimum charge of 1 hour assessed. Any bulky waste left behind will be billed at a minimum rate of \$50 per item for pick up.**