

Avoiding Move-Out Charges

Before you turn in your keys to us after you move out of your apartment, please take time to consider the condition of your apartment. Per the lease agreement that you signed at the start of your occupancy, you are responsible for the cleanliness and condition of your apartment.

This is the one time of year that our communication has a necessarily serious tone – it is important for you to follow these instructions to help avoid charges at move-out.

In order to avoid charges and/or a non-refund of your security deposit, please carefully read on and double check the following points:

- Regardless of whether you took earling move-in last year, be sure that your apartment/unit is clean and ready to turn over to new occupants.
- Ensure that any issues have been reported to maintenance well ahead of your move-out date so that there aren't any undisclosed issues after your move out date.
- Make sure that the condition of your unit is the same or better than when you took possession of it. Your unit must be clean and in a satisfactory condition for immediate lease to another resident regardless of whether you took early move-in.
- Be sure to have a proper forwarding address on file by entering one in your AppFolio resident portal.

Cleaning

Clean all of the following surfaces in each room of your unit:

- Wipe smudges off of walls and wood trim
- Clean and vacuum carpet
- Sweep and mop non-carpeted floors (tile, vinyl flooring, etc.)
- Clean furniture (beds, chairs, sofas, dining sets, etc..) and leave assembled.
- Clean windows and sills, blinds/curtains
- Clean ceiling fans and leave any smoke detectors/ carbon monoxide detectors in place
- Remove all trash from each room
- Clean kitchen appliances
- Stove tops, broilers, ovens, burners scrubbed and clean
- Microwave, refrigerator and freezer interior fully wiped and clean
- Counter tops and other appliances
- Bathroom sinks, toilets, showers: All shower scum and mildew removed
- Bedroom closets, storage closets, desks fully cleaned, wiped down, and vacuumed

“Early Move-In” occupants are still responsible for cleaning their units. Any cleaning that the occupant doesn't complete and needs to be completed by Young America will be billed to the occupant.

Damages and fees

Excessive damage (damages beyond normal use wear) will be billed first from your security deposit, and then billed to you. Intentional damage will be treated as a criminal offense. Damages in excess of \$300 are considered felony offenses by law. Damages will be compared to the move-in inspection form you were instructed to complete upon taking possession of your unit. If you didn't complete a move-in inspection, damages will be charged to your account.

If the following damages are present when maintenance inspects the property, these damages will be billed to your account. You are financially responsible to pay for damages incurred during your occupancy term.

- Rips, stains, tears, burns, or other damages to carpet, vinyl, or other flooring and upholstery will be charged to your account.
- Damage to furniture and appliances (TVs, seating, dining furniture, kitchen appliances, beds, cabinets, sinks, vanities, counters, etc.) will be charged to your account
- Damage to the structure and finishes of the unit (drywall, plaster, brick, wood, paneling paint, trim, doors, mirrors, curtains, etc.) will be charged to your account.
- Damage to exterior parts of the property (building facade, entrance, common area, siding, etc.) will be charged to your account.
- Missing or broken items such as TV remotes will be charged to your account.
- Any other property, whether previously mentioned or not, that is not a personal belonging of the occupant, and is property managed by Young America, that is damaged as a result of your neglect or actions will be charged to your account.

Other items of note

- Ensure your air conditioning unit is turned OFF.
- Ensure all water has stopped running in toilets, sinks, and baths.
- Ensure all windows and doors are securely latched and locked.
- Do not turn off any breakers or unplug or turn off your refrigerator. Food left behind in refrigerators that are unplugged will rot quickly sometimes resulting in hard-to-remove odors that will necessitate replacing the refrigerator, resulting in a charge to your account.
- Ensure that we have a valid forwarding mail address so we can return your deposit. You can do this at YArealty.com/Portal.

Holdover tenancy

As per your lease agreement, failure to move out of your unit before noon on the designated move out date is subject to a \$1,000.00 per day fine for unauthorized continued occupancy. We are unable to offer extensions to this deadline, so please make your plans accordingly. Unless your lease states otherwise, all occupants must move out before noon on the move out date or they will be fined for each day their occupancy is continued.



Keys

If your apartment came with a lock on your bedroom, please leave the key in the lock/handle during move out. If the key is not present in the lock/handle/knob after move-out, your account will be charged. Any personally installed locks that were not present/authorized by Young America at move in will be removed and your account will be charged. All other keys including mailbox keys, apartment keys, security door keys, elevator keys, laundry room keys, and key fobs must be returned to our office. A key return form must be completed in your name with a forwarding address or your account will be charged \$25 per key and \$100 per fob not returned.

Continued Occupancy and Contact

If you are staying at the same location for another year, you will not need to move out of your apartment. However, our maintenance staff will assess the unit for damages so as to be able to distinguish what damages (if any) occurred during a given lease contract. Key returns are not necessary for occupants staying in the same unit during a new lease agreement.

If you have any questions or concerns, don't hesitate to call us!

Customer Service (309) 454-2338 x502

We are thankful for your business this year and we wish you luck in your next endeavor!

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