

BEVEN & BROCK CLEANING INSTRUCTIONS
(HOW TO GET A FULL 100% REFUND OF YOUR SECURITY DEPOSIT)

CONTACT YOUR PROPERTY MANAGER, AND SCHEDULE A PRE-MOVE-OUT INSPECTION. An e-Mail request to your manager would be best to get this started. Meetings can be scheduled between 8:30 - 5:00, Monday through Thursday, and 8:30 – 3:00 on Friday. Sorry, we cannot accommodate these inspections on weekends, as the Property Managers have the weekends off.

This pre-move-out inspection is important, and offered to protect you. At this pre-move-out inspection, you will be given a written estimate of potential charges, based on what the inspector can see without moving furniture or items hung on walls.

Based on this inspection, you can decide to do all cleaning, touch-up painting, and repairing yourself, you can decide to hire your own cleaning, painting, and repair vendors, or you can decide to use our vendors.

BEFORE YOU MOVED INTO YOUR RESIDENCE, IT WAS PROFESSIONALLY CLEANED. **THIS IS THE LIST WE USED BEFORE YOU MOVED IN.** THIS IS THE WAY THAT IT SHOULD BE RETURNED TO US. *If the unit is not cleaned to these standards, you will be charged accordingly.*

[] **All appliances**, including the stovetop (remember to lift the stovetop to clean the area under the burners), stove hood & vent, oven, and refrigerator should be thoroughly cleaned. The air conditioner and wall heater covers should also be cleaned.

[] **All floors** should be thoroughly cleaned, including behind the toilet in the bathroom. Be sure to use appropriate protective devices to protect floors from being scratched or damaged by moving appliances.

[] **All cupboards and drawers** should be thoroughly cleaned inside and out. If you have installed shelf-paper, remove it and any residue.

[] **All sinks and counter-tops** should be scrubbed clean and disinfected. The grout between tiles should be scrubbed white, using a scrubbing brush and “Soft-Scrub”.

[] **Per your contract**, carpets and drapes (if any) should be **professionally** cleaned. Please submit a copy of the cleaning company’s service receipt along with your keys at move-out.

[] **Windows** should be cleaned inside and out. Window sills should be washed, window tracks and frames cleaned, and traverse rods cleaned. Clean the blinds.

[] **All light fixtures and ceiling fans** should be thoroughly cleaned. Replace burned-out bulbs.

[] **Toilet, tub, shower, shower doors, shower door-tracks** should be thoroughly cleaned and disinfected. No soap scum should be left behind, Please be sure that the water-line “ring” in the toilet is scrubbed clean. Chrome faucets, spigots, handles, etc., should be polished clean, free of water spots & calcium deposits.

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[] **Electrical wall plates, door knobs, drawer pulls and mirrors** should be cleaned.

[] If your unit has a **patio or balcony**, it should be thoroughly cleaned

[] **Walls and other painted surfaces** should be cleaned as needed to remove all traces of dirt, marks or grease. If there are **nail-holes or other damages to the surface**, these should be filled with good quality “spackle” and finished consistent with the surface. Excess “Spackle” can be wiped off with a damp sponge. If the walls are white, white tooth-paste may work for small nail-holes. **If these patched holes are still visible**, the entire surface may need to be re-painted. **Before attempting to re-paint anything, be sure to check with your Property Manager regarding the paint color, paint texture, and paint manufacturer. The use of a mis-matched paint will only make the situation worse, making re-painting of the entire wall (or walls) necessary.**

[] Any oil left behind in your **carport / garage** should be thoroughly cleaned. If you have a **storage locker**, it also should be cleaned out. **THE FOLLOWING IS WHAT WE EXPECT:**

[] **Any trash that will not fit into the trash bin provided should be hauled away**, as there will be a significant charge if we must haul away your possessions left outside of the bin.

[] **KEYS** – If your building has a Resident Manager, you may give the keys to him or her. Please ask for a receipt acknowledging the date of delivery of the keys.

[] **KEYS** - If your building DOES NOT have a resident manager, you MUST return your keys to the Beven & Brock office during normal business hours. As this terminates your tenancy, please ask for a receipt acknowledging the date of delivery of the keys. You will be charged rent until all keys have been returned.

[] **YOUR FINANCIAL ACCOUNT** – During the days prior to your move-out, please contact our accounting office (626) 795-3282, ext. 131, to be sure that any outstanding rents, fees, or other charges have been paid in full.

For your further protection, please do not rely on any verbal representation from your property manager, any vendor, or the office staff. It is simply too easy to misunderstand or mis-interpret a verbal comment. Please ...ask for a written version.

Our goal is to avoid misunderstandings, so please ask that any such comment, advice, direction, information, or suggestion be put in writing.