

Checkout Guide

WHEN CAN YOU CHECK OUT?

Moving can be a big process and we want to make sure it goes smoothly for you. Be sure to read through ALL materials completely to ensure you don't miss any crucial information. Please note the Triangle Apartment Staff does not process move-out's on holidays or Sundays.

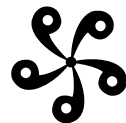
The staff also cannot grant access to your apartment to vendors for purposes of moving. You must be present if you have hired mover's to assist you in your transition.



If you have any questions about the check-out process, don't hesitate to contact the Management Office.

Check Us Out!

(P) 791-5959
(E) thetriangleapts@case.edu
(W) thetriangleapts.com



DON'T FORGET . . .

Utilities

Arrangements to disconnect your cable, and phone services are your responsibility. Please call:

AT&T at
1-800-660-1000

Time Warner Cable at
1-877-772-2253

Trash

Because there is a great amount of trash generated during move-out:

- Break down large items
- Be sure your trash can fit down the trash chute
- Do not overload trash bags.

LOADING YOUR CAR

You must call the Management Office two weeks in advance of your move-out date in order to reserve the elevator.

Use only the rear or side entrances when moving out of the building, moving is not permitted through the lobby entrance.

Vehicles parked illegally **will be subject to ticket/tow**. No vehicles are permitted on any lawn areas or walkways at any time.

Mail

You are responsible for changing your mailing address with bill collectors, magazines, family, friends, etc. Change of Address cards are available in the Leasing Office. You will need to notify the post office at least 3 weeks in advance of your move. *Change of address can also be done online at usps.com.*

Be sure to call or go online to change your address, we can't assist you with your mail once you have moved out.



HOW DO YOU CHECK OUT?

Read through the two options available and decide which would be most convenient for you. These options are described in detail below. Depending on which of the following check-out options you choose, you may not have to sign up for a check-out appointment. You may need to prepare in advance and make arrangements with your roommate(s). Cleaning your apartment and removing all of your belongings is a priority, as well as following all administrative procedures.

EXPRESS CHECKOUT

If you have signed up for Express Checkout YOU STILL NEED TO NOTIFY THE OFFICE VIA THE INTENT FORM OF YOUR DEPARTURE DATE. You do not need to make an appointment to check-out with a staff member. Follow the process below for Express Checkout:

1. Perform the cleaning steps itemized in this newsletter.
2. Fill out the front of the Express Checkout Envelope (*available in the management office*).
3. Place your keys, fob, and card in the envelope and seal the envelope.
4. Return the completed and sealed envelope to the Management Office located in Tower 1.



Helpful Hints for a Successful Checkout

1. Clean and dust all horizontal surfaces. Wipe out all cabinets and with a damp cloth.
2. Tape on windows, doors, and all other places must be removed entirely.
3. All spills/splashes must be wiped off walls, vents, moldings, surfaces, etc.
4. Mirrors and windows need to be cleaned before you leave.
5. Remove all food from the refrigerator and the freezer then wipe down the inside and outside.
6. For stuck-on food inside microwave, use disinfectant. Spray it on and let stand. Then scrub it clean. All food should be gone. REMEMBER TO LOOK AT THE CEILING OF THE MICROWAVE AND SCRUB THAT TOO!
7. Make sure you remove all items from closets. Check on top of the closet shelf to make sure you have removed everything.
8. Vacuum room and closets.
9. Be sure to clean the bathroom; pay special attention to the shower, sink and toilet.
10. If something is broken or does not work, report it to the management office as soon as possible!
11. Garbage bags will be in the office for you to use.

Scheduling the Elevator



Moving-out from your apartment can be a hectic time, with good planning you can reserve an elevator for your moving purposes. Reserving an elevator is done on-line from our website under the Resident Tab within the 'Moving Out?' Section.

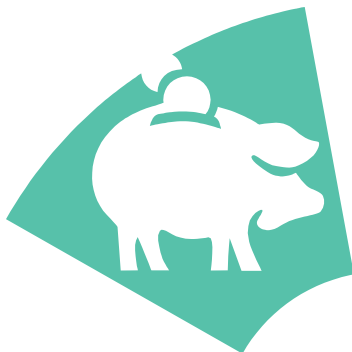
Residents are able to reserve the elevator for 1 hour time slots, this will allow enough time for everyone to utilize the elevator. Please follow some simple rules when using the elevator for such purposes:

1. In the event that the other elevator is down you will be unable to reserve the elevator.
2. Plan ahead and use your elevator

3. Be sure that all items are on the elevator, items hanging off can be damaged and broken.
4. Any damage to the elevator will be billed back to the resident.



Billing Process: Damages and Extra Cleaning



Billing is regulated and based on bulk purchases, man hours required, vendor contracts, and extent of damage/cleaning.

In regards to damages residents are billed for any broken or damaged items. Anything more than a standard cleaning and we charge that back to the residents.

How do we define extra cleaning?

Removal of any items such as: trash, personal belongings, food, etc. Items considered to be extra cleaning are:

- Removal of stickers,
- food splatter,
- bodily fluid clean-up,
- carpet stains

Basically, if the resident has the ability to clean it up they should!

Cleaning Products at Your Disposal

Limited cleaning supplies are available for you at the Management Office.

Please note that when using products that contain bleach be careful as it may stain (clothes, carpet, etc.) also be sure to open the windows to avoid inhalation of any chemicals. Be aware that some chemicals require dilution.

The cleaning products available in the housing office are:

- **All-purpose Cleaner**—used for floors and molding.
- **Lysol**—disinfectant for various surfaces
- **Other Items include:** latex gloves & trash bags.



Move-Out Checklist

Here are a few reminders of tasks to be completed as you prepare to check-out!

1. ____ If you plan on using the elevator be sure to schedule time to use it 15 days prior to move-out.
2. ____ Provide the Leasing Office with your forwarding address to facilitate the return of your security deposit to you within thirty (30) days after your move-out.
3. ____ Empty out all cabinets and leave them open for inspection.
4. ____ Remove everything from your door and walls.
5. ____ Clean off any double-sided tape, mounting tape, or any other adhesive residue that is on your door or walls.
6. ____ Clean out your fridge.
7. ____ Vacuum the floor.
8. ____ Clean any large or small messes in room .
10. ____ Close/locked window and close the blinds.
11. ____ Remove items/lock and clean the storage locker *(if applicable)*.
12. ____ Take out any remaining trash and belongings.
13. ____ Turn off lights.
14. ____ Lock the door.
15. ____ Make sure the hallway outside of your room is clean and clear from clutter.
16. ____ Don't forget your bike (in the bike racks).
17. ____ Return all keys, fobs and access cards to the Management Office.