## AAIMS PROPERTY MANAGEMENT 100 WESTLAKE ROAD, SUITE 200 FAYETTEVILLE, NC 28314

## **CLEANING LETTER**

This letter is furnished for your benefit in obtaining your complete security deposit when vacating the property. We do not desire to withhold any of your security deposit if the property is clean and ready for occupancy.

When moving into your home, a move-in inspection is done to list any and all damages that exist at that time. You have 48 hours after receiving your keys to review the inspection and notify us, in writing, if there is anything wrong with your home that is not noted on your move-in inspection. Please be very specific. This is what will be used to judge how much of your security deposit must be withheld.

Please use this checklist as your guide to check this home when moving both in and out.

**ELECTRICITY/WATER:** When it comes time for the move-out inspection, the electricity and water must be left on until after the move-out inspection. Failure to do so will only delay your move-out inspection. A second inspection will be scheduled and you will be charged a fee of \$25.00 for the inconvenience. Lights, fixtures, appliances, etc. must be checked.

**LIGHTS/GLOBES:** Light bulbs and globes must be intact and operable. All light globes must be removed, cleaned and placed back on fixtures.

**FILTERS:** Range hood filter must be serviceable and free of greases. Air intake and furnace filters will be new at the time you move in and should be such at the time of your move-out inspection. Air intake grates must be clean and will be checked for damage and must be able to be secured. The lease states that air intake filters must be changed every month.

**CEILINGS:** Ceilings will be checked for holes, hooks, gouges, cleanliness, stains, cobwebs, etc.

**INTERIOR WALLS:** Paint on interior walls has a life of 3 years. If the paint on the walls is new when you move in, it is expected to last 3 years. If you live in this home for 3 years and the walls need to be painted when you move out, it will be considered fair wear and tear. This does not include the cost to patch numerous nail holes, other types of holes or kiltzing. If the paint is not new, the amount of current wear must be stated. (We do not advise patching nail holes or spot painting walls. Doing this can make the walls look worse.)

**PANELING:** Paneling will be cleaned and wiped down with a wood restorer like Liquid Gold or Old English. It will also be checked for numerous nail holes, other types of holes, scratches, cracks, etc.

**WALLPAPER:** Wallpaper will be cleaned and will be checked for numerous nail holes, other types of holes, tears, stains, etc.

**FIREPLACE/WOOD STOVE:** Will be checked for cleanliness. All ashes should be removed. All parts/tools will be inventoried and checked for cleanliness. Ash pits must be free of ashes and cleaned.

**FLOORS:** ALL CARPETS WILL BE PROFESSIONALLY STEAM CLEANED BY A STEAM CLEANING COMPANY THAT USES ONLY A TRUCK-MOUNTED MACHINE. RENTING A STEAM CLEANER OR USING A COMPANY THAT USES SIMILAR OR USING A PERSONAL STEAM CLEANER WILL NOT BE ACCEPTED. All linoleum floors must be stripped of wax buildup and cleaned. Floors will be checked for stains, cuts, burns, holes, tears, etc. Appliances will be moved to check under them. Remember, children should be watched carefully if they drink Kool-Aid or eat popsicles. These can stain floors leaving you responsible.

**CLOSETS:** Shelves should be cleaned and rods serviceable and intact. Remove any excess hangers, contact paper, etc.

**DOORS:** Doors will be inspected for nail holes, other types of holes, cracks, scratches, etc. All natural wood doors must be wiped down with a wood restorer like Liquid Gold or Old English. All doorstops will be inventoried and checked for serviceability.

**WINDOWS/STORM WINDOWS:** Will be checked for cleanliness, holes, cracks, etc. Windowsills and the area between the windows and screens/storm windows will also be checked for cleanliness.

**SCREENS:** Will be checked for snags, holes and tears. The screen frames will also be checked for bends, cracks, broken areas, etc.

**CURTAINS:** Will be checked for cleanliness, stains, tears, etc.

**CURTAIN RODS:** Will be intact and checked for serviceability, bends, etc.

**WOODWORK:** Must be cleaned and wiped down with a wood restorer like Liquid Gold or Old English. It will be checked for chips, scratches, etc.

**DRAINS:** Will be checked for clogs, slow draining lines and cleanliness.

**REFRIGERATOR:** Must be cleaned and thoroughly defrosted. No water, ice or food/food particles should be present. Water pans must be empty and clean. Door seals will be checked for cleanliness and serviceability. Ice cube trays, shelves, crispers, crisper covers and any other accessories inventoried must be clean and serviceable. The complete exterior must be cleaned also. Both interior and exterior will be checked for cracks, dents, etc.

**STOVE/OVEN:** No grease, food particles or burnt spots are to be present. Drip pans will be checked for cleanliness and serviceability. Drip pans will be replaced. Shelves, racks, broiler pans and/or covers, drawers and under the stovetop will be checked for cleanliness. The range hood will also be checked for cleanliness and serviceability. This includes all filters and light covers.

**SINKS:** Must be cleaned of food, hair, cleaning residue, soap film, etc. They will also be checked for cracks, chips, burns and holes.

**GARBAGE DISPOSALS:** Will be checked to insure operability and for food particles, foreign objects and cleanliness.

**CABINETS:** Will be checked for cleanliness and water damage. All contact paper and/or sticky residue must be removed. The outside must be cleaned, especially around the handles, and wiped down with a wood restorer such as Liquid Gold or Old English.

**TUBS/SHOWERS:** Must be cleaned, discoloration and soap film must be removed. Shower doors, door tracks, shower curtains, etc. must be clean and serviceable.

**TOILETS:** Will be checked for cleanliness, discoloration, stains, etc. Seats, covers and tanks will be checked for tightness, chips, cracks and serviceability.

**MIRRORS**: Must be clean and will be checked for cracks and chips.

**COUNTER TOPS:** Must be clean and will be checked for stains, cuts, burns, scratches, chips, etc.

**SCREEN/STORM DOORS:** Will be checked for cleanliness, dents, serviceable screens and glass. Hardware such as closers, chains, springs, handles and latches will also be checked for serviceability.

**YARD:** Must be freshly mowed, raked, trimmed and edged. This includes areas under patios, decks, in planters, etc. It will also be checked for holes, burned areas or areas where grass has been killed. Bushes/shrubs must be trimmed. Trees will be checked for damage such as objects nailed to them, etc. Ground cover will be replenished. Any dead grassed areas will be re-sodded or re-seeded at least a month in advance of move out to insure it is rooted and growing.

**STORAGE ROOM/SHED:** Must be emptied of all items, swept and cleaned (to include shelves). Windows, doors, walls, lights, ceilings and shelves will be checked for damage. The floor will be checked for stains and damage.

**GARAGE/CARPORT:** Must be emptied of all items, swept and cleaned (to include shelves). Windows, doors, walls, lights, ceilings and shelves will be checked for damage. The floor will be checked for stains and damage.

**EXTERIOR WALLS:** To be checked for damage to surface paint or brick. Foundation vents are to be in place and open.

**ROOF/GUTTERS:** To be cleaned of pine straw, leaves, sticks, etc. Attached objects must be removed such as TV antennas, etc.

MAILBOX: Post and box will be checked for damage.

FENCES/GATES: Will be checked for damage such as bends, broken pieces, hardware, etc.

CRAWL SPACE/SCUTTLE DOOR: Must be empty of all items. Door will be checked for damage and serviceability.

If, at the move-out inspection appointment, it is found that cleaning and/or repairs are necessary, you will be given the option to immediately correct such items. It is a good idea to keep a few cleaning supplies with you at the time of the move-out inspection. If such items are not completed satisfactorily at the time of the inspection, a repairman will be contracted to complete the items and this amount will be deducted from your security deposit. You will also be charged a fee of \$25.00 if a second inspection is necessary.

If any cleaning or repairs are necessary to correct the items beyond fair wear and tear, your security deposit will be held until the completion of the work. Within 30 days after returning the keys, you will be mailed an itemized list of expenses and the difference between the security deposit and repairs.

Remember, after receiving the keys to move in, you have 48 hours to review the home with your move-in inspection. Note anything that is wrong and return it to AAIMS PROPERTY MANAGEMENT. Be very specific when noting the problems. Note size, color, location, etc... (EXAMPLE: 1 each 2" red stain in carpet by closet)

If any cleaning needs to be done when you move in, it should be brought up at that time to insure that you are reimbursed for your work or to make sure you are not charged for that same cleaning when you move out. If we do not hear from you within 48 hours after you are given the keys, we will consider everything is clean and in the condition noted on your move-in inspection.

If you have any questions, feel free to contact us. Our office hours are Monday through Friday 9:00 a.m. to 6:00 p.m. and Saturdays from 10:00 a.m. to 3:00 p.m. Thank you for taking the time to read this. It will help insure that you get your full security deposit when moving out.