

# University Apartments MOVE-OUT GUIDE

**Eagle Heights ♦ University Houses  
Harvey Street Apartments**

*Published by UW-Madison Division of University Housing*

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We hope you will find this move-out guide useful as you prepare to leave the University Apartments community.

The guide contains information about the check-out process and explains how charges are assessed for cleaning and damage.

There is also a checklist to help you keep track of many of the things you have to do.

Using the cleaning chart will help get your apartment ready for the check-out inspection and minimize the possibility of charges for additional cleaning.

## CHECK-OUT OPTIONS

Choose the check-out procedure that best fits into your moving schedule.

### Express Check-out

This check-out option is the quickest and simplest way to turn in your keys. It gives you the flexibility of leaving when you have finished loading your vehicle and cleaning your apartment. Here's how it works.

When you are ready to leave, put your keys and parking permit (pieces are okay) in a yellow Express Check-out envelope (provided in your lease termination packet) and put the envelope in the drop box at the Apartment Services Office (in the entry way) or at the Community Center (next to the ATM machine). Your apartment will be inspected the next working day.

### Keep in mind:

- **All** keys must be turned in by midnight of your Leave Date (see your lease termination information).
- Express Check-out must be used if you leave after office hours on weekdays, and any time on the weekend or a holiday.

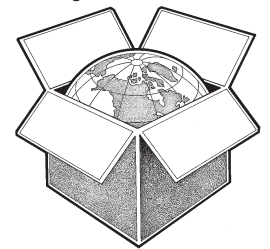
### Appointment Check-out

If you would like to be present during the inspection of your apartment, you will need to schedule an appointment by calling the Apartment Services Office (262-2037) *at least* two weeks before your move date.

At the time of the appointment you must be completely moved out of your apartment, finished cleaning, and prepared to turn in your parking permit(s) and *all* apartment and mailbox keys.

### Keep in mind:

- There are a limited number of slots for appointments, and they are during office hours only. During busy times (especially the summer), there may not be any appointment times available when you call. If this is the case, you will need to use Express Check-out.
- Staff conducting your Appointment Check-out will have only a short time to record the condition of your apartment and *will not* be able to give you an estimate of charges that may be assessed for cleaning and damage. And if you are not ready to turn in your keys at the time of the appointment you will need to use Express Check-out.



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## CLEANING & DAMAGES

Our expectation is that your apartment will be clean and in good condition when you move out.

**Cleaning:** Following the cleaning guidelines (pages 5-6) will help you meet our cleaning expectations and minimize the possibility of charges for additional cleaning after you have moved out. Previous residents have estimated that it takes about 20 hours to thoroughly clean an apartment. We recommend that you start early so you are not faced with cleaning an entire apartment at the end of an already long day.

**Damages:** We do not bill for small nail holes made by the picture hooks provided by University Apartments. We will charge for damage caused by the use of other fasteners and hangers, such as screws, large nails, and ceiling hooks. Holes in woodwork or doors are considered damage. Attempting to repair damaged areas will not preclude you from being charged.

## CHARGES

Charges will be assessed for any areas not cleaned to University Apartments standards and for damages beyond normal wear and tear. Heavily soiled or stained carpet, smoke damage, mildew, or inadequate cleaning may result in cleaning or repair charges being assessed.

## SECURITY DEPOSITS

Security deposits will be refunded after all check-out procedures are completed and all Division of University Housing accounts have been cleared. Typically this takes four to six weeks. BILLING APPEALS must be made IN WRITING and sent to: Apartment Services Office, 2902 Haight Road, Madison, WI 53705.

## RENTAL REFERENCES

University Housing policy requires that we have a written release from residents in order to provide reference information to prospective landlords and mortgage lenders. You can obtain a release form at the Cashier's Office in Slichter Hall, the University Apartments Office or on line at [www.housing.wisc.edu](http://www.housing.wisc.edu). Be prepared to provide picture identification to verify who you are when submitting this form.

For a rental reference, prospective landlords and mortgage lenders should contact: UW–Madison, Division of University Housing, Collections Manager, 625 Babcock Drive, Madison, WI 53706.

## MOVING CHECKLIST

We recommend that you use the following checklist as a worksheet and check off each item as it is completed.

- Make moving arrangements.**  
Look in the *Yellow Pages* and the *University Apartments Telephone Directory* for companies that will move your belongings or rent moving vehicles. It is very important that you confirm moving arrangements at least two weeks prior to your moving date.
- Check your renter's insurance policy to see if moving is covered.**  
Talk to your insurance company if you have questions.
- Make travel arrangements.**
- Take a tour of your apartment and decide which items can be discarded, sold, or donated to charity.**  
Refer to the Recycling Guide and Storage Policy for guidelines on the disposal of large items. "For Sale" notices may be posted on the bulletin boards at the Community Center and the Brown Bus Shelter, and on bus stop kiosks. The University Apartments Office sponsors community-wide yard sales, usually in late spring and early fall. Be familiar with any packing restrictions the moving company might have.
- Inform the University of your new address.**  
Be sure to update your "My UW–Madison" account.
- Inform University Housing of your new address.**  
University Housing will need your new address in order to refund your security deposit. You can inform Housing of your forwarding address when you make your last rent payment or when you turn in your keys.
- Notify others of your change of address.**  
Make sure family members, friends, and companies with whom you do business know your new address.

**Be sure to fill out a Change of Address form for the Post Office.**

Forms are available at the Post Office (or on-line at [www.usps.com](http://www.usps.com)). Let your bank, any companies that send you a bill, and any companies that send you magazines or catalogs know that you are moving. It takes six weeks to change the mailing address on magazines, so start this process early. If you have any questions about forwarding or holding mail, contact the Hilldale Station of the U.S. Postal Service at 800/275-8777.

**Get copies of medical records you know you will need to enroll your child(ren) in a new school.**

You will probably need immunization records. Know how to contact your health provider and dentist in case you need copies of other medical records in the future.

**Arrange for transfer of school records.**

Check with the new school first to see how this should be handled.

**Let neighbors know you are moving.**

Your neighbors will probably want to be of help with child care or meals on moving day. Give them your new address so you can stay in touch. University Apartments friendships are known to be long-lasting!

**Make your final rent payment.**

You will be sent a statement with the prorated amount due after the University Apartments Office notifies the Cashier's Office of your lease termination date.

**Arrange to discontinue or transfer telephone service.**

Call your telephone company to cancel or transfer local service. Be sure to contact the companies that provide you long distance and/or cell phone service. It is best to do this ahead of time, rather than on moving day.

**Arrange to discontinue or transfer electric service.**

Call Madison Gas and Electric Company at 252-7222 to cancel or transfer utilities.

**If you have Paid Parking, return the hang tag to the University Apartments Office in order to receive a prorated refund (if applicable).**

**Pack a travel bag.**

Put in it maps, games, reading materials, snacks, a flashlight, and anything else you think you will need easy access to on your trip.

**Take everything out of closets, cabinets, drawers, and your apartment storage area.**

It helps to leave open cabinet and closet doors so you can tell that those spaces have been emptied. Be sure to empty your storage locker.

**Move out of your apartment.**

Park your moving vehicle on the street or in your parking stall. **Do NOT drive on the grass** (you can be charged for damage to the lawn) **or on sidewalks**. Do not park next to the curb if it is painted yellow. Do not block other people's parking spaces.

Be aware of safety concerns. Keep children away from moving vehicles and don't let them climb on stacked furniture or boxes. If you have young children, it's wise to assign one person to care for them while others move your belongings. Make sure window stops are in place when children are present in the apartment.

If you are moving out early in the morning or late at night, please be considerate of your neighbors who may be sleeping or studying. Quiet Hours are 10 p.m.–8 a.m.

**Check all around the outside of your building for anything that belongs to you. Be sure to check the lawn, sandbox, and bike racks.**

Items left behind will be removed according to the guidelines of the Storage Policy.

**Make sure the smoke detector is working properly.**

Replace the battery, if necessary. Free batteries are available at the Apartment Services Office and the University Apartments Office.

**Clean your apartment.**

Cleaning guidelines are included in this packet. Heavily soiled or stained carpet, smoke damage, mildew, or inadequate cleaning may result in cleaning or repair charges. (See Cleaning & Damage Charges on page 2.) Cleaning supplies mentioned in this brochure are available at area supermarkets, hardware stores, and mass merchandisers. Be sure to read all directions before using any cleaning product.

**Take a second walk-through.**

Go through your apartment and thoroughly check all cabinets, closets, and drawers for overlooked items. Make sure your storage locker is empty and the lock provided by University Apartments is left behind. The cost of removal and storage of personal property left behind must be borne by the rest of the community (See the Storage Policy).

**Lock all apartment windows and doors as you leave.**

**Turn in all apartment and mailbox keys and your parking sticker(s).**

If you are using Express Check-out, you are expected to return all of your keys and parking sticker(s), and hangtag (if you have paid parking) to the Apartment Services Office or the University Apartments Office by midnight on the date that you specified as your last day in the apartment on your lease termination form. If you leave after office hours, you may put your yellow Express Check-out envelope in the drop box either at the Apartment Services Office or the Community Center. Be sure to leave a forwarding address so we can send any security deposit due to you after all charges have been processed.

**Keep in mind:** You may be charged for additional days rent, lock core changes, or both, if keys are turned in late or not at all. If you arranged for an Appointment Check-out, you will be expected to turn in all of your keys and parking permits at the time of the appointment.

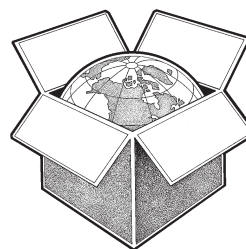
## Most Common Reasons Residents are Charged at Move-Out

- Kitchen, bathroom, and windows need more cleaning
- Painted surfaces are dirty
- Main door lock or mailbox lock has to be changed because you lost a key or did not turn in all keys issued to you\*
- Oven and stove top need more cleaning
- Heavy damage to walls, doors, and flooring needs repair
- Painting needed beyond routine painting
- Removal of items left in apartment or storage area
- Kitchen cabinets are dirty
- Heat thermostat is damaged
- Carpet stains

Following the cleaning guidelines in this move-out guide will help minimize the possibility of cleaning charges. If the cleaning expectations are not clear, please contact the Apartment Services Office (262-2037) or your Resident Manager.


\*The charge for changing the door locks is \$50 if you do not turn in—on time—all apartment keys issued to you. The charge for a mailbox lock change when all mailbox keys are not turned in on time is \$15. If the University Apartments issued padlock that is provided for apartments with basement storage units is not left on that storage unit, there will be a \$35 charge for its replacement. All purchased keys must be turned in and the cost is nonrefundable. If you are not sure how many keys were issued to you, contact the Apartment Services Office: 262-2037.

*Thank you for making University Apartments  
your home while at the  
University of Wisconsin–Madison!*







University of Wisconsin–Madison  
Division of University Housing  
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# APARTMENT CLEANING GUIDE

 <b>KITCHEN</b>	<b>CLEANERS USED</b>	<b>SPECIAL INSTRUCTIONS</b>
Wood Cabinets	Mild oil soap such as Murphy's Oil Soap	Clean with soap specifically made for use on wood.
Refrigerator	All-purpose cleaner Sponge	Frost free, no defrosting necessary. Wash all walls, shelves, drawers, door parts including gasket and handle. <b>Do not unplug the refrigerator; leave on lowest setting (1).</b>
Stove: range top, storage drawers & control knobs	All purpose cleaner such as Soft Scrub or kitchen de-greaser such as Formula 409	Use warm water with cleaners. Since this is usually a time-consuming task, we recommend cleaning this item in advance. Then it will not be such a big job when you are doing your final cleaning. (Apartment Services will replace drip pans after you move out.)
Oven, broiler pans	Oven cleaner (Note caution for warm oven cleaning.)	Use this product according to directions on label. Rinse well with warm water (rinse more than once). If there is still heavy, baked on food, clean oven again. Clean in advance of check-out.
Sink (porcelain)	Nonabrasive cleaner such as a hard water stain remover, lime remover, or cleaning vinegar	If there is a heavy buildup of soap scum or lime (hard water deposit buildup or coffee/tea stains), try cleaning this area well in advance of check-out. Sentry store brand cleaning vinegar is 50% stronger than regular vinegar.
Sink (stainless steel)	Nonabrasive cleaner such as a hard water stain remover, lime remover or cleaning vinegar.	<b>Abrasive pads and scouring powder can scratch the stainless surface and leave a permanent scar on the surface.</b> Sentry store brand cleaning vinegar is 50% stronger than regular vinegar.
Vent filter Range hood vent	All-purpose cleaner. De-greasing dish soap such as Dawn.	<b>Soaking in hot water will help to make this task much easier. Do not use boiling hot water.</b>
Walls around stove	All-purpose cleaner. Grease dissolving cleaner such as Formula 409 or Easy Off Kitchen Cleaner	Heavy grease build-up around cooking areas needs to be removed. Clean above and below cabinet areas.
Floor	All purpose cleaner, broom, mop	Sweep, rinse and wash the floor. <b>Do not wax.</b>
Garbage Disposal	A few drops of Dawn dish soap	Flush with cold tap water while running disposal.

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 <b>BATHROOM</b>	<b>CLEANERS USED</b>	<b>SPECIAL INSTRUCTIONS</b>
Sink Walls Tub	Hard Water stain remover or lime remover, semi-abrasive scouring powder, all purpose cleaner	Clean and/or remove all soap scum, dirt, hard water deposits, and stick-on decals. <b>Abrasive pads and scouring powder can scratch the stainless surface and leave permanent scar on the surface.</b>
Floor	Floor cleaner	Rinse floors.
Toilet	Toilet bowl cleaner, all-purpose cleaner, soft brush & cloth	Clean inside and outside of toilet
Faucets	Lime remover, vinegar	Clean hard water deposits from faucet surface. (Do not allow lime remover to stand on chrome for more than 3 minutes or it will tarnish chrome.)
Medicine cabinet and mirror	Mild soap	Wipe cabinet clean with soap. Shelf paper must be removed, surface cleaned, and all adhesive removed.
 <b>ALL ROOMS</b>	<b>CLEANERS USED</b>	<b>SPECIAL INSTRUCTIONS</b>
Windows	Window cleaner	Clean window, as well as the track the window slides on.
Walls, doors, and shelves	All-purpose cleaner	Wash free of all marks, including crayon, tape, stick-ons, and other adhesive residue.
Heat convector panels	Soft cloth, all purpose cleaner	Remove stickers. Wash free of marks, crayon, grease, and other residue.
Carpeting	Vacuum free of dust, dirt & debris.	Do not shampoo. Carpet is professionally cleaned before the next resident moves in. See <i>Charges</i> on page 4.
 <b>STORAGE AREA</b>	<b>CLEANERS USED</b>	<b>SPECIAL INSTRUCTIONS</b>
Storage unit	Broom	Remove all items, sweep clean.
 <b>YOUR OWN LIST</b>	<b>CLEANERS USED</b>	<b>SPECIAL INSTRUCTIONS</b>