

# ARPM MOVE-OUT BOOKLET

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## Forward

This guide has been created to help you with your move-out cleaning process so that we can (hopefully) return your full security deposit. Please note that this guide is not a comprehensive list, and there may be different cleaning needs depending on your residence. **If something is dirty, clean it.**

To view this information in a video format, please [click here](https://www.arpm.com/informational-videos/#move-out-video) or visit <https://www.arpm.com/informational-videos/#move-out-video>

The following are some basic rules to keep in mind:

1. Make sure the account balance for the residence is zero.
2. Remove all personal items from the residence.
3. Label and return all keys and fobs to the office, including keys for mailboxes and bedrooms, by 8:00 AM on the date your lease ends. A receipt indicating we have received your keys will be emailed to you within two business days of returning your keys. If you do not receive this email, please contact the office. Contact details can be found on page four (4).
4. We must have your forwarding address in writing. Because the lease is written joint and severally, one check will be made payable to all residents. It is then up to you and your roommates to divide the payment among yourselves. If you would like to have the check made payable to only one resident on the lease instead, please contact the office and we will help you file the appropriate paperwork.

5. Normally, forwarding addresses are given when handing in your keys. If your apartment does not have a physical key (mobile keys), please contact our office with your forwarding address.
6. If maintenance is needed anywhere in the residence, report it to the maintenance office **now** so that it can be repaired before our inspectors arrive. Their contact details can be found below.
7. Any cleaning or carpet cleaning receipts must be submitted to us by 8:00 AM on the date your lease ends. Please see pages 12 to 14 for more details.

*If you should have any questions or doubts, please do not hesitate to reach out!*

#### **Rentals**

Phone: (814) 231-3333 (option 3 when prompted)  
Email: [rentals@arpm.com](mailto:rentals@arpm.com)  
Hours: Monday through Friday – 8:30 AM to 5:00 PM  
Phone Hours: Monday through Friday – 9:00 AM to 4:30 PM

#### **Maintenance**

Phone: (814) 237-5811  
Email: [maintenance@arpm.com](mailto:maintenance@arpm.com)  
Hours: Monday through Friday – 8:00 AM to 4:30 PM

#### **Accounting**

Phone: (814) 231-3333 (option 1 when prompted)  
Email: [accounting@arpm.com](mailto:accounting@arpm.com)  
Hours: Monday through Friday – 8:30 AM to 5:00 PM

## Cleaning Checklist

Below is a checklist with supplies frequently used to efficiently clean your apartment:

\_\_\_\_\_ Move-Out Booklet

\_\_\_\_\_ Broom

\_\_\_\_\_ Oven Cleaner

\_\_\_\_\_ Dustpan

\_\_\_\_\_ Sponges

\_\_\_\_\_ Mop

\_\_\_\_\_ Magic “Eraser” Sponges

\_\_\_\_\_ Floor Cleaner

\_\_\_\_\_ Scotch-Brite Pads

\_\_\_\_\_ All-Purpose Cleaner

\_\_\_\_\_ Non-Abrasive Cleanser

\_\_\_\_\_ Toilet Brush

\_\_\_\_\_ Window/Glass Cleaner

\_\_\_\_\_ Garbage Bags

\_\_\_\_\_ Paper Towels

\_\_\_\_\_ Soap Scum Cleaner

\_\_\_\_\_ Furniture Polish

\_\_\_\_\_ Mildew Cleaner

\_\_\_\_\_ Dusting Cloth

\_\_\_\_\_ Vacuum

## Kitchen

1. Spray the oven, stovetop, drip pans, under the drip pans, broiler pan, racks, drawers, etc. with oven spray and let stand a few hours. Some stovetops may lift for easy cleaning under the burners. Depending on the degree of cleanliness, you may want to leave the cleaner on longer. Wipe off the spray entirely and ensure no white streaks are left behind. If burn marks remain, spray them again and repeat the entire process. Be sure to check all sprayed surfaces for any streaks or residue.
2. Carefully use a Scotch-Brite pad and cleanser to scrub the inside and underside of the stove hood. Use a cloth and cleaner on the back and side walls between the stovetop and the hood.
3. Use a cloth to wipe out crumbs from the inside and outside of all cabinets, shelves, drawers, and knobs. Cabinets used daily or near the stovetop may need special attention to remove build-up.
4. Defrost the freezer and wipe out any water/food particles using an all-purpose cleaner. **Do not forget to clean in and around the seals!** Clean the refrigerator by wiping off wire racks, shelves, and inside walls with all-purpose cleaner. Wipe in, around, and underneath the crisper drawers and butter drawer. Lastly, wipe down the outside of the appliance with glass cleaner (top, sides, and front). **DO NOT TURN-OFF OR UNPLUG THE REFRIGERATOR! TURN IT TO THE LOWEST SETTING.**
5. Clean the microwave inside and out with glass cleaner, paying close attention to the top of the inside of the microwave and the glass tray. If you have an over-the-range microwave, be sure to take extra care cleaning underneath and on top of the microwave as they are the spots where grease tends to build up.

6. Clean the dishwasher inside and out to completely remove any food particles. Pay close attention to the rubber seal on the door, as this is where particles tend to collect. Carefully use a Scotch-Brite pad to clean the rubber seal if necessary. Wipe down the outside, paying close attention to the buttons and lever. Running the dishwasher through a full cycle does NOT clean it.
7. Wipe off all kitchen countertops and the backsplash/walls above the counters with all-purpose cleanser. Pay close attention to the countertops near the stovetop and carefully use a Scotch-Brite pad if necessary. Remove any potential streaks by wiping over the countertops with a paper towel and spray cleaner.
8. Clean any grout using cleanser and paper towels. Carefully scrub with a Scotch-Brite pad if necessary. **Scrubbing too hard may damage the grout!**
9. Carefully use a Scotch-Brite pad and non-abrasive cleaner to thoroughly clean the sink, faucet, and handles. Wipe off these areas with a paper towel to remove any potential streaks or residue.
10. If the kitchen has an overhead light fixture, be sure to remove any particles or bugs from the cover, then clean it with warm water. Also, clean receptacle covers and switch plates.
11. To clean the kitchen floor, start behind the stove and refrigerator. Using a dustpan and brush, sweep the floor. Then carefully use a Scotch-Brite pad and cleanser to clean the corners and edges of the floor. Lastly, use a mop and floor cleaner to remove any spills. Pay close attention to not use too much cleaner, as doing so can leave the floor sticky when it dries.

Remove any streaks by re-mopping the area using only warm water. When the areas behind the stove and refrigerator are cleaned appropriately, and dry, move the appliances back to their original position and repeat the process with the rest of the kitchen floor.



## Bathroom

1. Begin by cleaning the tub/shower and surrounding walls. Using a **non-abrasive** cleanser and **non-abrasive** sponge, begin scrubbing in a circular motion until you can no longer feel any residue. Rinse the area with warm water. Repeat this process for the whole tub/shower. Then, using glass cleaner, clean the fixtures, the inside, outside and tracks of the shower door(s), and/or the shower rod. Wipe off any excess cleaner with a paper towel. Inspect the tub/shower and surrounding walls for any lingering cleanser residue and remove it promptly. If you used your own shower curtain and/or rings, please remove them.
2. Clean the toilet using a sponge and cleanser, wiping the top and sides of the tank, the handle, the tops and bottoms of the seat and lid, the surrounding area of the bowl, and the base underneath. Pay close attention to the seat hinges, and the edge where the base meets the floor as these tend to collect the most residue. Clean the back side of the toilet and the wall behind the toilet. Then clean inside the bowl with cleanser and a toilet brush. Flush immediately, as some cleaners can stain the bowl.
3. Wipe off the shelves inside of medicine cabinets and vanities. Clean mirrors and light fixtures with glass cleaner. Wipe out sinks using a sponge and cleanser. Rinse the sink with warm water and re-wipe with the sponge only. Use paper towels to dry. Wipe down the outside of the vanity and/or surrounding walls with a sponge.
4. Remove toilet paper rolls from the holder. Wipe off the toilet paper holder and any towel racks.

5. If the bathroom has an overhead light fixture, be sure to remove any particles or bugs from inside the cover, then clean it with warm water. Dust any fan blades and carefully wipe them down with spray cleaner and paper towels if necessary. Also, clean receptacle covers and switch plates.
6. Sweep the entire bathroom floor using a dustpan and broom. Use a wet, soapy sponge to wipe along baseboards, sides, and corners. Pay close attention to areas around the toilet, behind doors, and along vanity edges. Mop the entire floor using floor cleaner. If the floor dries with streaks, re-mop using only warm water.

## Bedroom/Living Room

1. Clean the inside of the windows and the inside and outside of balcony/patio doors using regular glass cleaner. Clean windowsills, and window and door tracks. Sweep the balcony/patio free of debris.
2. Closets should be completely free of debris, including hangers. Wipe off shelves and bars with a wet sponge and all-purpose cleaner. Sweep or vacuum the floor of the closet. Wipe down the inside and outside of the closet door when you are done.
3. Clean the surface and frames of any mirrors with glass cleaner and paper towels.
4. If any furniture contains glass parts, clean the glass with glass cleaner. Dust all wood furniture with a dusting cloth and furniture polish. Wipe out all drawers with a damp cloth. If furniture is anything other than wood, an all-purpose cleaner may be used. Do not forget to check between and under the seat cushions. Move furniture away from the walls to check for any debris that may have fallen behind or underneath.
5. Before cleaning air conditioning and heating units, make sure they are turned off. Thoroughly clean the air conditioning/heating unit with a damp sponge and all-purpose cleaner. The grill/cover should be free of dust and debris. Re-attach the cover when it is dry. Wipe down baseboards and baseboard heating units.
6. For any overhead light fixtures, be sure to remove any particles or bugs from the cover then clean inside and outside with warm water. Also, clean receptacle covers and switch plates.

7. Make sure to wipe down all tables, chairs, dressers, and bed frames (inside & out). Vacuum carpeting and under removable cushions.

## General

1. Clean both sides of all blinds using an all-purpose cleaner. Be careful with vertical blind slats to not rip the loop at the top that is attached to the clip.
2. All personal items must be removed from the unit. Do not leave behind extra furniture, hangers, cleaning supplies, plants, canned goods, etc. The cleaning companies have been instructed to remove everything from the unit that should not be there, and you will automatically be charged for trash removal if anything is left behind (see [price list](#) at the end of this booklet for applicable charges).
3. All nails, picture hooks, and Command Strips/Hooks should be removed from the walls and ceilings. Dust any cobwebs from the walls and ceilings.
4. All light fixtures and lamps must have working bulbs, (regular bulbs – not fluorescent). If bulbs do not work upon inspection, you will not only be charged for a new bulb, but also the applicable fee for maintenance to install the new bulbs. Fire extinguisher(s) must be recharged if used during your lease term.
5. Any stains on upholstered furniture may need to be professionally cleaned. If the stains are not removed before the inspection, those costs will be deducted from your security deposit. All furniture, especially leather furniture, should be wiped down – especially under and between the seat cushions.

## Carpets

The last item to be cleaned is the carpet! First, vacuum all carpeting. Then, as per your lease, they must be professionally cleaned. Renting a machine and cleaning them yourself does not equate to a professional cleaning! If you think you may need to use your residence up until the very end of the lease, do not clean your carpets! Let us clean it and deduct the cost from your security deposit (see price list at the end of this booklet). This removes the potential of being charged twice!

We recommend the following carpet cleaners based on their past performance, reasonable prices, and guarantee to re-clean if their job is not acceptable to our inspectors.

Workman's Carpet	(570) 263-0011
Merry Maids	(814) 231-1892
Mastershine	(814) 404-4806
Weaver Carpet Cleaning	(814) 883-8199

As proof of carpet cleaning, all receipts must be turned in to our office before 8:00 AM on the last day of your lease. If the inspectors find any issues with the cleanliness of the carpets, we will have the company's information on the receipt you have provided and will contact them directly to correct any issues.

If you hire a company to clean your carpets that is not listed, it is important that they guarantee their work, and you ensure they will provide you with a receipt. If you hire a service that does not guarantee their work and the inspectors find issues with their cleaning, you may be charged again.

They can be submitted:

- in person to our Rental Office staff,
- through an e-mail to [hsh@arpm.com](mailto:hsh@arpm.com),
- through [this web form](https://www.arpm.com/move-out-cleaning-receipt-submission-form/) (<https://www.arpm.com/move-out-cleaning-receipt-submission-form/>).

A couple notes regarding these cleaning receipts:

- We will send a confirmation when we receive your receipt if submitted electronically.
- If a paid receipt is not submitted, you will be charged to clean.

## Professional Cleaning Services

If you want to hire a company to do general cleaning of your apartment (such as kitchens, bathrooms, etc.), we recommend the following cleaners that guarantee their work:

A Touch of Class	(814) 933-2714
The Cleaning Fairies	(814) 380-6075
Top to Bottom Cleaning	(570) 749-6380
Houck's Home Care	(814)-404-1016
Luzier's Cleaning	(814) 761-0771
Mastershine	(814) 404-4806

As proof of any professional cleaning, all cleaning receipts must be turned into our office before 8:00 AM on the last day of your lease. If the inspectors find any issues with the cleaning, we will have the cleaning company's information on the receipt you have provided and will contact them directly to correct the cleaning issues. If you hire a company to clean that is not listed, it is important that they guarantee their work, and you ensure they will provide you with a receipt. If you hire a service that does not guarantee their work and the inspectors find issues with their cleaning, you may be charged again.

They can be submitted:

- in person to our Rental Office staff,
- through an e-mail to [hsh@arpm.com](mailto:hsh@arpm.com),
- through [this web form](https://www.arpm.com/move-out-cleaning-receipt-submission-form/) (<https://www.arpm.com/move-out-cleaning-receipt-submission-form/>).

A couple notes regarding these cleaning receipts:

- We will send a confirmation when we receive your receipt, if submitted electronically.
- If a paid receipt is not submitted, you will be charged if we need to re-clean.



## Final Reminders

We would love to return a full security deposit to all of our tenants! The cleaner you leave your apartment, the more likely we can return your security deposit in full!

## Tenant Present Inspections

We invite you to be present during the inspection of your unit. We think it is only fair that you have a chance to see what you will be charged (if anything). However, if we point out something that is not satisfactory, you may not be granted the opportunity to remedy the situation - our schedules at that time of the year do not permit it. You must also be prepared to turn over all keys at that time, and entry back into the residence will not be permitted. Associated Realty will not be responsible for personal items left behind after the termination of the lease.

If you would like to schedule an appointment for your inspection (approx. 2-3 weeks prior to your lease end date), please contact the rental office; details can be found at the end of this section. You may still be present for your inspection on your lease end date, but we cannot schedule an exact time with you. We are on a tight schedule, and inspections must be done in an organized fashion.

## Keys and Cleaning/Carpet Cleaning Receipts

All keys (entry, mailbox, bedroom, etc.), key cards/fobs, and cleaning/carpet cleaning receipts must be turned in to the Rental Office no later than 8:00 AM on the day your lease ends. Please also include your forwarding address when returning your keys. A receipt indicating we have received your keys will be emailed to you within two business days of returning your keys. If you do not receive this email, please contact the office. Contact details can be found at the end of this section.

### Security Deposit Returns

Keep in mind you are on a joint and several lease. Your security deposit will be refunded jointly (one check made payable to all tenants on the lease) and will be mailed within 30 days of the lease end date to one of the forwarding addresses provided to us on the key receipt. Please note that an early departure from your residence will not lead to an earlier return of your security deposit! **If your group would like to have the security deposit check made payable to one person, please contact the rental office and we would be happy to help you file the applicable paperwork to do so.**

### Utilities and Services

If you have been responsible for electric, gas, and/or oil charges during your lease, you must contact the utility providers to have your names removed from the accounts on the last day of your lease. **Do not turn off the electric.** Take the service out of your name. If you created TV and/or Internet service accounts, please remember to cancel them and return any borrowed equipment. **If you did not personally borrow the equipment, please leave the equipment in the residence!** Also remember to change your address with the United States Postal Service (USPS), FedEx, UPS, and Amazon as well as any online accounts such as PayPal, eBay, streaming services, etc.

### Overstaying your Lease

Please remember that, according to your lease, there will be a \$200/day charge levied if any tenant occupies the premises beyond the ending date of the lease. All leases end promptly at 8:00 AM on the day your lease ends!

*If you have any questions regarding these procedures, please do not hesitate to reach out to us! We will be glad to assist and offer advice as best we can. Our contact details can be found below. We have enjoyed your residency with us, and we wish you well in your new home!*

### **Rentals**

Phone: (814) 231-3333 (option 3 when prompted)  
Email: [rentals@arpm.com](mailto:rentals@arpm.com)  
Hours: Monday through Friday – 8:30 AM to 5:00 PM  
Phone Hours: Monday through Friday – 9:00 AM to 4:30 PM

### **Maintenance**

Phone: (814) 237-5811  
Email: [maintenance@arpm.com](mailto:maintenance@arpm.com)  
Hours: Monday through Friday – 8:00 AM to 4:30 PM

### **Accounting**

Phone: (814) 231-3333 (option 1 when prompted)  
Email: [accounting@arpm.com](mailto:accounting@arpm.com)  
Hours: Monday through Friday – 8:30 AM to 5:00 PM

## List of Cleaning Prices

If your apartment is not cleaned properly, you can expect the following deductions from your security deposit. Please note that this is not an all-inclusive list. There may be other cleaning costs for items not on the list.

**NOTE: All cleaning prices are subject to tax.**

1. Carpet Steam Cleaning

Room of Carpeting	\$75.00
Efficiency & semi-one bedroom apt.	\$85.00
1 bedroom apt.	\$130.00
2 bedroom apt.	\$155.00
3 bedroom apt.	\$175.00
4 bedroom apt.	\$195.00
2 bedroom/2 level apt/townhouse	\$175.00
3 bedroom/2 level apt/townhouse	\$195.00
Houses	<i>(based on sq. ft.)</i>

- |                                   |                   |
|-----------------------------------|-------------------|
| 2. Room doors                     | \$3.00/door       |
| 3. Ceiling/Wall Cleaning          | \$14.00/room      |
| 4. Wood/tile floor and baseboards | \$14.00/room      |
| 5. Vacuum                         | \$14.00           |
| 6. Closets                        | \$14.00/apartment |
| 7. Light fixtures                 | \$8.00/room       |

8. Receptacle covers/switch plates	\$3.00/apartment
9. Balcony	\$14.00
10. Range top & drip pans	\$30.00
11. Range filter & hood	\$16.00
12. Oven & racks	\$30.00
13. Refrigerator/freezer	\$18.00/each
14. Dishwasher/microwave	\$8.00/each
15. Kitchen cabinets & drawers	\$16.00
16. Sink/faucets/countertops	\$16.00
17. Windows, sills & tracks	\$3.00/room
18. Window blinds	\$14.00/window
19. Sliding glass door and track	\$8.00
20. A/C grill cover & heater grill	\$4.00/each
21. Tub/shower unit	\$32.00
22. Toilet	\$32.00
23. Towel racks & toilet paper holders	\$2.00
24. Bathroom sink/faucets	\$8.00
25. Bathroom exhaust fan	\$3.00
26. Vanity	\$8.00
27. Medicine cabinet/mirror	\$8.00
28. Furniture dusting (includes drawers)	\$6.00/room
29. Cleaning under sofa/chair cushions	\$6.00

30. Steam clean/laundry sofa/chair cushions	\$10.00/cushion
31. Trash removal (up to 2 bags)	\$30.00
32. Furniture removal/heavy trash	\$30.00/hour
33. Keys not returned	\$100.00 (minimum)



