

Kirtland Family Housing LLC

1012 Golden Smoke Drive SE

Albuquerque, NM 87116

505-232-2049

Move Out Procedures and Inspection Guidelines

At the time the Notice of Intent to Vacate is submitted, KFH will schedule both the Pre Move-Out and Final Inspections.

Pre Move-Out Inspection: This inspection will assist you in preparing for your Final Inspection and includes an inspection/procedure review designed to answer your questions. The KFH representative will provide information about what you can do to prepare your house and minimize any charges at your Final Inspection. As much as possible, the KFH representative will also point out conditions that can't be corrected which will result in charges. Please remember it is impossible to do a complete, thorough inspection while your home is occupied. Pictures on the wall, furniture, boxes, etc. can severely hinder our ability to do all that we should.

Cleaning Options: There are three choices when determining the method of cleaning the residence.

1. **Self-Clean** requires the resident to clean the home in accordance with the standards outlined in these guidelines. Resident is not released from liability until the house passes final inspection.
2. **Vendor-Clean** Option allows the use of contract cleaners to clean the residence. KFH maintains a list of contract cleaners that are familiar with our standards and have demonstrated the ability to meet them. If you wish to use a vendor not on this list, that is your prerogative. Always remember that as the resident, **you** are ultimately responsible for the condition of the house. Cleaning of **any kind** is **not** considered normal wear and tear.

***NOTE:** If a cleaner is not on the list provided by Kirtland Family Housing, Resident should get a guarantee of passing Final Inspection included in their agreement with the cleaner. Failure to do so could result in the Resident being liable for additional charges.*

3. **“Pay & Go”:** Forego either of the above and pay a set fee for a “Full Clean” to Kirtland Family Housing to have the house cleaned. Said fee will differ based upon the size and condition of the house. If Resident selects this option, they are released from liability for cleaning, subject to the restrictions outlined below.

Following are the restrictions to Pay & Go option:

- A. Initial assessment of eligibility will be determined at the time of the Pre Move-Out Inspection.
- B. If the condition of the premises falls within what would be considered normal “Full Clean” criteria the premises would qualify.
- C. The premises will be re-inspected not more than 72 hours prior to the scheduled Final Inspection. This is done to determine if existing conditions remain consistent with those noted at the Pre Move-Out Inspection. If conditions are consistent, no further action is necessary on the part of the Resident.
- D. If existing conditions differ significantly from those noted at the Pre Move-Out Inspection, Kirtland Family Housing will consult with our cleaner to determine what, if any, adjustment to charges is necessary. Failure to agree on a final price will void the Pay & Go agreement.
- E. Pay & Go Cleaning **DOES NOT** include:

- removal of personal items or trash
- carpet cleaning
- cleaning of trash or recycle carts
- garage
- exterior areas
- painted surfaces

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- F. Payment must be in the form of Cashier's Check or Money Order and is due at the time of the "72 Hour Inspection" noted in C. above.

The restrictions outlined in C, D and E above are to ensure Residents continue to clean and maintain the premises up to the time of departure. Failure to do so could increase the level of cleaning required to the point that additional charges would be appropriate.

Final Inspection:

1. KFH personnel will conduct the final inspection in accordance with the KFH Cleaning Standards and Guidelines and in the presence of resident(s) unless extenuating circumstances prevent the resident from attending. The inspection will consist of a room by room "walk thru" to determine what needs to be done to prepare the home for the next resident. The inspector will make notes pertaining to cleaning and maintenance items that need to be done. Some of these may apply to you and some may not, as we note any items that require attention.
2. Upon completion of the final inspection, KFH personnel will review the results with Residents and answer any questions. At that time, all keys and remotes must be turned in.
3. Any deficiencies noted during the final inspection that can be corrected prior to completion of the inspection will not be charged to the Resident. *However, the inspection will not be extended, or completion delayed, to allow corrections to be done.*

Alterations: Any alterations (additions or changes) to the premises made by the resident that do not conform to the original condition must be removed and corrected prior to final inspection. Examples include decorative wall plates, paint, wall paper, etc. When correcting these items, your house must be restored to the original condition. Any original item or amenity replaced by resident must meet the standards of the original item or amenity and must be approved by Kirtland Family Housing. Examples would be blinds, light fixtures, shower heads, etc.

The following must be complete at the Final Inspection:

All personal property must be removed from the unit prior to the final inspection. Any items remaining in or at the residence will be removed and stored at the resident's expense.

Please leave unit clean.

All trash and recycle items removed.

General cleaning of **any kind** is **NOT** considered to be a condition of normal wear and tear. Home must be returned in the same general condition as received, excluding normal wear and tear, to avoid charges.

A forwarding address must be obtained prior to the resident's final departure so that all necessary documents or refunds can be properly forwarded.

Once the unit has been inspected and charges ascertained (if any), final move-out processing will take place in accordance with management procedures. Monies owed must be brought current prior to departure, or a 5% per month late fee will be assessed on any amounts owed and you could be subject to collection procedures.

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HELPFUL TIPS

1. Read the Move Out Procedures and Inspection Guidelines completely. If you have questions, contact us.
2. Before the movers arrive, create a Final Inspection Tool Kit. Include things like a hammer, screwdriver, cleaning supplies, mop and broom, etc. If possible, arrange with your neighbor(s) for access to a stepladder.
3. Never use steel wool, coarse sandpaper, acid or any product that will damage a finish.
4. Painted surfaces – be extremely careful cleaning painted surfaces because the paint and underlying textures are water based.
5. Remove all nails and screws. If you need to use a hammer to remove a nail, place something flat and solid between the hammer and wall to avoid damage. Holes 3/8” or smaller will be considered normal, up to five (5) holes per wall. Unless you really know what you’re doing, we ask that you not remove anchors or fill holes. Patching a hole incorrectly will require us to remove your work and do it over. This will result in extra charges for the extra work and area affected.
6. Light globes and range burners – you might want to clean them in the dishwasher.
7. Ovens – Normally, you can use the self cleaning feature and just wipe it out afterwards.
 - ***Don’t use regular oven cleaner on self cleaning ovens!*** There are some oven cleaners that claim to be safe for self clean units, so if you feel you have to use a cleaner, ensure it’s the right one.
 - ***Don’t leave the racks in the oven during self cleaning!*** The extreme heat will cause the racks to turn colors and that means they have to be replaced. Clean these by hand (or maybe the dishwasher).
 - Also, make sure there aren’t any pans, broiler pans, etc. with grease or food on them in the broiler before using the self clean feature!
8. Some product recommendations (All can be purchased at Home Depot)
 - Krud Kutter – works on paint splatters, adhesive residue, etc.
 - Mr. Clean Magic Erasers – walls and vinyl floors. Good for removing marks, crayon, pen, pencil, handprints, etc.
 - Spot X – mineral build up on chrome, brass, glass
9. Trash and Recycle carts – need to be empty, rinsed out and placed in the garage.
10. Bulk Pick Up items – plan ahead. Call 266-0079 and schedule for these items to be picked up on a Tuesday or Thursday, prior to your final inspection.
11. Don’t forget - remove all satellite dishes, fences, sheds, etc that you’ve installed. Saying you called it in and “Company X” hasn’t shown up will cost you a removal fee! No, you can’t leave it for the next person.
12. Pershing Park – remove items from garage rafters. If it’s not yours, or you can’t determine if it belongs at the home, call Maintenance at 266-0079 for assistance.
13. Remove all items you installed. (water filters, child proofing devices, hooks, etc.)
14. All lights must work. You can obtain FREE fluorescent bulbs at Maintenance. (Bring us the bad one and we’ll give you a good one) Other bulbs can be purchased at our cost at the Self Help Store.

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GENERAL:

- All floors must be cleaned, including areas under appliances and fixtures.
 1. Vinyl – swept and mopped. Marks removed. (Magic Eraser!)
 2. Carpets – vacuumed. We recommend allowing us to clean the carpets. We probably get a lower price than you can negotiate, and if the cleaning isn't sufficient we'll have to do it anyway.
- Ceilings, walls and baseboards must be cleaned of all marks, smudges, cob-webs, grease spots, fingerprints, food, dirt, etc. Hangers and nails in woodwork or wall surfaces must be removed.
- Light fixtures must be wiped clean including globes and shades. Remove bugs from globes. Replace burned out lights with appropriate size bulbs. All broken globes must be replaced.
- Ledges over doors, windows, closets, cabinets, and door tops must be wiped clean with a damp cloth.
- Sinks, vanities and countertops will be cleaned and all marks removed. Cabinets must be thoroughly cleaned. Food particles, grease spots, and watermarks must be removed and surfaces rinsed. Be sure shelf surfaces and drawers are wiped out. This is one of the most common items requiring more attention.
- Accessible windows must be cleaned (inside only). Clean windowsills, screens and window tracks.
- Blinds must be clean and properly hung.
- Remove dirt, dust and lint from air vents and dryer duct vent.
- Clean doors, interior and exterior, including frames and thresholds. They should be free of dirt and stains on both sides.
- Remove stickers, wallpaper borders or contact paper on your cabinets, drawers and walls. Remove all adhesive film residues.
- Fans – clean fan blades, top and bottom and the fan body and fixture.
- Build-up of dirt, wax, stains or calcium deposits is not considered normal wear and tear and must be removed by resident. This also includes marks, dirt and heavy smudges on walls.
- Closets, including poles, shelves, and walls must be wiped cleaned with a damp cloth and free of dirt and trash.
- Air vents – clean grills (and surrounding area as necessary)
- It is your responsibility to have a copy of the Move-In Condition form with you at the time of the final inspection. Damaged items not listed on the Move-In Condition form or failure to present the form will invalidate any disputes.
- All keys and garage door openers must be turned into KFH at the time of the final inspection.

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BATHROOMS:

- Bathtubs/showers, sinks, toilets, fixtures and bathroom tile must be clean of soap, soap scum, calcium deposits, dirt, and marks. Drain stoppers must be removed and cleaned. (Spot X!) All mirrors and medicine cabinet surfaces (ledge shelves, shelf holders, mirrors, etc.) must be cleaned and free of obvious wipe marks.

KITCHEN:

- Appliances: thoroughly cleaned inside and out, to include all parts, trays, and gaskets. Pull the range and refrigerator out and clean around and behind.
 1. Range – some homes in Pershing and Maxwell have tops that can be raised. If yours is like this, be sure to lift it and clean this area. (see the Helpful Tips section) Pull the range straight forward carefully so you don't damage the gas line. After cleaning the range, leave it out – don't try to put it back.
 2. Refrigerator - Pull refrigerator away from wall and clean around and under. Clean the door seals and under bins. If there is a removable glass shelf above the bins, remove it and check the tracks for deposits. Clean the top and sides. Refrigerator will be left running with the thermostat set at the lowest setting and the door closed.
 3. Dishwasher – clean inside, along the door edges and seal, and at the hinges.
 4. Vent Hood – Clean grease/residue on the inner and outer surfaces. Clean/change the filter and the light cover.

GARAGE:

- Garages, storerooms, and furnace rooms/area must be swept, dusted and floors cleaned. This includes the top of heater and furnace.
- All surfaces must be clean of grease, oil and dirt.

OUTSIDE AREAS:

- Exterior windowsills must be brushed and cleaned. Crawl spaces, parking spaces, and carports/garages will be clean and grease free.
- Yard areas around your unit must be free of litter, pet feces, etc. and any holes filled in. If yard is fenced in, yard must be in good landscape condition and removal of the fence may be necessary. Any pet damage is your responsibility. Vegetation can't be higher than 4 inches.
- Dirt, cobwebs, markings, bird nests and nails will be removed from building structures.
- All antennas/satellite dishes must be removed. This includes the cables, posts, poles, base, bricks, etc.
- Remove all personal items such as sheds, dog houses, swings, BBQ's, etc.
- In Village I only, out door grills must be cleaned and free of debris.

Charges are assessed on maintenance and/or cleaning required for any items(s) not considered normal wear and tear.

KFH reserves the right to revise these standards at any time.