

# Move-Out Guidelines



SOUTH DUFF

We have appreciated your residency at South Duff! This guide contains important information to assist you with the move out process so be sure to read it carefully.


Your move out date is set for **Sunday, July 23rd, 2023. The unit must be vacated and keys must be turned in by NOON.** We will begin conducting move out inspections early Sunday\_ morning and throughout the evening. For consistency and fairness, one move out team will conduct all inspections. That being said, appointments for move out day will not be possible.

If you have received this letter, but you are continuing residency at South Duff, please contact the office immediately at (515) 215-9900 to ensure your lease paperwork is complete and you are in the correct bedroom.

We would like to thank you again for calling South Duff home and wish you the best with your future endeavors!

*- South Duff Team*





**Move Out Date:  
July 23, 2023  
by Noon**

## PRE-CHECK OUT RESPONSIBILITIES

- Forwarding address must be updated with the United States Postal Service online at <http://www.usps.com/> or you may also visit 525 Kellogg Ave, Ames, IA.
  - Please note if you do not update your forwarding address with USPS your mail will not go to the correct address. Updating an address with South Duff does not update it with USPS and is only used for us to sent out your Final Account Statement and refund, if applicable.
- Forwarding address confirmed or updated with South Duff.
- Utilities must be canceled or transferred to your new address. Please contact The City of Ames (515-239-5120) and Alliant Energy (1-800-255-4268) to make these arrangements
- Carpet must be restored to a clean condition. Contact the office for pre-paid options through Swift Restoration.
- All belongings, including garbage must be removed from the apartment, no items may remain behind even if they are unwanted.
- Refer to cleaning tips and tricks for helpful reminders of items not to forget. Please note the cleaning tips are NOT the full list of items to address in your unit.
- Early move out appointments may be available upon request two weeks prior to your move out date. This only applies if ALL roommates have vacated the apartment, contact the office for more details.

## CHECK OUT PROCESS

Your bags are packed and you're ready to go. There are only a few more items to check off your list and you'll be on your way!

- Key(s)/Key Fob/Garage Remote(s) must be turned into the office on or prior to noon on your move out day. You may drop them off at the main office, mail them in, or place them in the rent drop box.
  - An approved key return envelope must be obtained from the office or returned keys may not be accepted.
  - Any keys or remotes not in our possession by noon on your move out date will not be accepted.
  - If you are mailing in your keys, please do so a week prior to your move out day to ensure we receive them before the cut off time and date.
- Forwarding address was provided to the South Duff maintenance office via Notice to Vacate or listed on the move out key envelope.
- Reminder that carpets need to be restored to a sanitary condition.



# MOVE OUT CHARGES

During our inspections we will be looking for any and all damages and inspecting the overall condition of the unit. If you returned your move in inspection report, it will be used as a reference for your move out charges. Anything listed on your move in inspection report not repaired/replaced during your tenancy, will not be charged to you at move out. Anything not listed on your inspection report or anything we did repair/replace after move in that is once again damaged, will be charged accordingly. If you did not turn in a move in inspection report, a blank form will be used in its place.

**THE COST TO REPAIR COMMON AREA DAMAGES WILL BE EVENLY DIVIDED AMONG ALL RESIDENTS UNLESS THE RESPONSIBLE INDIVIDUAL AUTHORIZES MANAGEMENT TO CHARGE THEM SPECIFICALLY.**  
The "Responsibility of Damage" form needs to be signed and returned to the office prior to move out if one individual is assuming responsibility of damage within the shared common areas.

If you are moving out but other roommates are not, all common areas that pertain to you must be thoroughly cleaned and items replaced as needed in order to avoid charges. We do not expect the cabinets or refrigerator to be emptied out, but we do expect for all of these areas to be cleaned and in good repair for the new residents, and space left for their items.

Final Account Statements will be emailed to the account we have on file and will be mailed to your forwarding address provided. You will have 30 days to communicate with management regarding your refund/charges. All inquiries about your FAS should be directed to [aeary@southduff.com](mailto:aeary@southduff.com). Phone calls and office visits are not recommended as you will still be required to put all inquires in writing.

Deposit refunds, if applicable to you, will be mailed to the forwarding address provided. Please know these checks do not come from the property. Failure to leave a forwarding address will cause a delay in the receipt of any security deposit return.



## PRE-PAID CARPET CLEANING

We are working with Swift Restoration on a pre-paid carpet cleaning option where cash, check, and credit/debit payments are accepted in the office. We will schedule carpet cleaning after you have moved out allowing you to keep items on your carpet until the morning of your move out date. This option allows for each individual to submit a payment of \$50.00 for their bedroom and portion of the common area carpet if applicable, to be cleaned. Prices for full apartment carpet cleaning are listed below. \*Please note you are NOT required to have your carpets professionally cleaned, but if you are concerned about the sanitary condition of your carpets, this is a great option to take advantage of.

FLOOR PLAN SIZE	PRICE PER BEDROOM	PRICE FULL UNIT
1 Bedroom	\$50.00	\$50.00
2 Bedroom	\$50.00	\$100.00
3 Bedroom	\$50.00	\$150.00
4 Bedroom	\$50.00	\$200.00
5 Bedroom	\$50.00	\$250.00



## COMMON AREA CLEANING TIPS & TRICKS

### KITCHEN

- Leave cabinets and drawers open while you clean them. This will help you remember which you've cleaned out and double check for belongings left behind.
- Fridge drawers and shelves can be removed to assist with a deep clean and be sure to pull out the fridge slowly to sweep and mop under.
- Pull out the oven bottom drawer to clean inside and also have access to the floor under the stove. When cleaning the inside of the oven Easy Off can be a great item to use and it does well when sprayed and left for over an hour.

### LIVING ROOM/HALLWAY /LAUNDRY

- Be sure to leave the provided 50 inch TV and remote when you move out.
- Use a dry duster or cloth to clean your ceiling fan. Wet cleaners will spread the dust and can stain the fan blades.
- Clean out any and all closets in the common area. Leaving the doors open after the closets have been cleaned out will ensure you don't leave items behind.
- Open your clothes washer and be sure to wipe off any excess detergent inside or on top of the laundry unit. Be sure the lint trap in the dryer is cleaned out. Also be sure you leave the washer and dryer open after cleaning to ensure you do not leave clothes behind. (It happens more than you think!)

## BED/BATH CLEANING TIPS & TRICKS

### BEDROOM

- Use a dry duster or cloth to clean your ceiling fan. Wet cleaners will spread the dust and can stain the fan blades.
- If your bedroom is furnished be sure you clean out each drawer in the dresser and nightstand. Leave the drawers open after they have been cleaned out to ensure nothing is left behind.
- Vacuum your carpet before you leave and use an extender to clean the carpet along the baseboards. Carpets can appear dirty or in an unsanitary condition during inspections if hair or items are visible along the baseboards.

### BATHROOM

- Leave cabinets and drawers open while you clean them. This will help you remember which you've cleaned out and double check for belongings left behind.
- Spray shower walls and shower floor with a cleaning solution, let it sit, use a green scotch pad or brush for a deep clean, and then turn on the shower to rinse out the solution. Please be sure you are not using cleaning materials that will damage the shower.
- When inspecting the toilet we want to make sure the toilet seat, bowl, and base are all in a sanitary condition. Be sure to wipe off the outside of the toilet fully, clean the inside of the bowl, and wipe down the toilet seat.

