
Vacating Information & Procedures



When do I need to...

90 days prior to contract ending*:

Notify the University Student Apartments Office that you will be vacating your apartment.

*Residents on the 30-day contract will need to do this at least 30 days prior to their anticipated move-out date. If you are unsure of what your contract requires please contact the office for clarification.

45 days prior to moving:

Notify the Post Office that you'll be moving.

30 days prior to moving:

Provide the necessary University offices your new address.

Notify the utility companies of the date that you will be moving and your new address.

14 days prior to moving:

Contact your Resident Manager to schedule your check-out inspection.

On moving day:

Complete your check-out inspection, and give your Resident Manager all of your keys and parking permit. Your modem and all modem cords should be left in the apartment.



We hope your stay in University Student Apartments has been a pleasant one. To assist you in vacating the apartment, please read this sheet regarding the expectations concerning checking out, your keys, parking permit(s), cleaning, and your forwarding address.

• **PRE-EVALUATION**

Shortly after you submit your vacate date a representative from Residential Life will visit your apartment to do an evaluation of your apartment. This will help us in planning to prepare your apartment for a new resident. We will be looking for major repairs that may be necessary such as furnaces, floor tile, ceiling leaks etc. These are problems that typically take longer than our normal turnaround time to repair. The staff member will not inventory your apartment or check for cleaning at this time and you do not need to be home for the pre-evaluation. These pre-evaluation visits will occur on Wednesdays.



• **CHECKING OUT**

Your apartment will be inventoried by your Resident Manager using the same inventory sheet used when you checked into your apartment. This will allow us to compare the condition of your apartment now to the condition at check in. We highly encourage you to be present for your check out inspection. Residents choosing not to be present for check-out will have no recourse for disputing charges made against their account for damages, cleaning or replacement/repairs.

- You must contact your Residential Manager at least **14 days IN ADVANCE** to arrange an appointment. While your manager will do their best to work with your schedule, they are students also and their schedule must be considered. Checkouts should be scheduled during reasonable hours, 8am-8pm Sunday –Saturday, except on University staff holidays.

The apartment must be completely empty and all cleaning should be done prior to your appointment with your Resident Manager.

Rental charges do not stop until the keys are returned to your Resident Manager or the apartment office.

• **CLEANING**

Your contract states that "Student shall take good care of the rooms and shall keep them clean and free from danger of fire or any nuisance; and upon Student's departure from said rooms, shall remove all trash and personal property and leave the room clean or pay for cleaning the same." Please see page 4 for our cleaning tips and suggestions. In the event that we find it necessary to clean all or part of an apartment upon a resident's departure, we have shown examples of the most common cleaning charges below. These charges are subject to change without prior notice.



Stove/Oven...\$25	Refrigerator....\$10	Kitchen Cabinets...\$6	Countertop...\$2.50
Bathtub...\$5	Bathroom Sink...\$4	Medicine Cabinet...\$1.50	Toilet...\$4
Window...\$20 each	Carpet...\$65-\$100	Tile/Vinyl Floor...\$15 each	Door...\$5 each

Excessive cleaning will be billed at a rate of \$29 per hour.

- **KEYS, PARKING PERMIT(S), MODEMS, and UTILITIES**

- All **keys** must be returned to the resident manager at the scheduled checkout time. This includes all door, mail box, laundry room keys and if applicable, door access cards that are signed out. Failure to return **ALL** assigned keys will result in lock changes. Lock changes for the front or back doors are \$60.00 and the United States Postal mail box changes are \$10.00.

If you are not available or choose not to complete your check out with your Resident Manager you may return your keys to the University Student Apartment Office (1133 Ashland Road) between 8am and 5pm Monday through Friday, except on University staff holidays. Outside of regular business hours you may place your keys in an envelope with your name, apartment number and address and drop them in the drop box located on the left side of the apartment office front door. Residents choosing not to be present for check-out will have no recourse for disputing charges made against their account for damages, cleaning or replacement/repairs.



Rental charges do not stop until the keys are returned to your Resident Manager or the apartment office.

- **Parking permit** hang tags must also be returned upon vacating. If a parking permit is not returned to Residential Life at the time of your check out we will contact Parking and Transportation and the University Police Department to report the permit as lost/stolen and your student account will be charged \$50.00.
- In University Heights, University Village, and Manor House **modems** are to be left in the apartment upon check out. These remain the property of the University of Missouri. Residents can be charged up to \$200 if a modem and all of the accompanying cords are not present at check out.
- It is the student's responsibility to stop **utility service** to his/her apartment. You will need to contact each company and inform them of the date you would like to have service stopped. They will also need to be provided with your forwarding address. The contact information is listed below:

City of Columbia
725 E Broadway, Columbia
(573)874-7380
www.gocolumbiamo.com

Ameren UE
1-800-552-7583
www.ameren.com



- **FORWARDING ADDRESS**

Be sure to notify, in writing, the following of your departure and leave them your forwarding address:

The University Student Apartments Office, 1133 Ashland Road
The Registration Office, 130 Jesse Hall and the Cashiers Office, 15 Jesse Hall
The Mizzou Telecommunications Office, 920 South College Ave, (573) 882-2177
The United States Post Office, www.usps.com

Any other companies that you conduct business with or receive mail from.

This should be done at least four weeks in advance of your scheduled departure date. Once the check out is completed residents will no longer have access to their apartment mailbox.

Cleaning Tips & Suggestions

Upon moving in we hope that you found your apartment to be both clean and comfortable. As you are moving out it is important that you thoroughly clean your apartment prior to your check out inspection. Please take a few minutes to read through the following tips and suggestions. If you have any questions or need some additional suggestions please contact the office at 875-1133.

It is important that you clean each item in your apartment thoroughly. An item that is partially clean often takes just as long to clean as one that hasn't been cleaned at all. For this reason, even if it is obvious that you have attempted to clean something but there is still dirt, dust, debris or grease remaining on it, it will be marked as dirty when you check out. In order for an item to be marked as clean it must require no additional cleaning from our staff.

Kitchen:

Most of the kitchen can be cleaned using a soap solution or a general all purpose cleaner. Be sure to read and follow the instructions on the cleaner carefully. Make sure that you rinse the surface that you are cleaning, unless the instructions specify otherwise. Items that can typically be cleaned with this type of cleaner are: inside & outside of the refrigerator, stove top & outside of the oven, oven racks, range hood, microwave, outside of dishwasher, countertops cupboards & drawers, and baseboards.

If there are carbon deposits inside of the oven you may need to use a commercial oven cleaner. When using this type of product you will typically need to spray the inside of the oven, let it set for a period of time, and wipe it clean. You may need to repeat this procedure more than once. Once the carbon has all been removed, rinse the inside of the oven until all oven cleaner residue has been removed.

Other kitchen cleaning products may be required.

Wooden cabinets should be cleaned and/or polished with a wood cleaner.

Stainless steel sinks should be cleaned with an abrasive cleaner and scouring pad.

Garbage disposals and drains should be cleaned with a soap solution but a small brush may be needed to thoroughly clean the rubber ring and grooved area around the drain. Never reach into the garbage disposal. If there is an odor coming from your disposal sprinkle a little baking soda into the disposal and pour lemon juice into it. Once it has finished foaming rinse the disposal thoroughly by letting water run into it.

Floors should be vacuumed (cabinets and countertops can also be vacuumed with your vacuums attachment prior to washing to remove all crumbs) and mopped with a cleaner appropriate for the type of flooring that you have. If you have vinyl flooring with grooves you may need to use a nylon brush along with your cleaner.

To easily clean the inside of the dishwasher run it empty on the warmest setting. Once the cycle has completed be sure to check for any dripping or debris that may be left inside and wipe them out.

All grease should be carefully cleaned from all of the kitchen surfaces. A commercial product called Casterol Super Clean will safely remove the grease from most kitchen surfaces. If after you have cleaned it, the surfaces still feel sticky when dry you will need to repeat the cleaning process.

Bathroom:

Most of the bathroom can also be cleaned using a soap solution or a general all purpose cleaner. Items that can typically be cleaned with this type of product include: sink & countertop, vanity & medicine cabinet, towel bar, toilet paper holder, outside of toilet and baseboards.

Other cleaning products may be required for some items.

Toilet bowl cleaner and a toilet brush should be used on the inside of the stool.

A commercial cleaning product designed for use on either fiberglass or tile (depending on the type of shower that you have) may be needed to thoroughly clean the inside of your shower and bathtub. If there is soap scum or other buildup in the shower you may need to use a nylon brush to remove them.

Mirrors may be cleaned with a glass or surface cleaner.

Wooden medicine cabinet doors should be cleaned with a wood cleaner/polish.

General:

Switch plates and outlet covers can be wiped clean with a soap solution or a general all purpose cleaner.

Carpet should be completely vacuumed. Use the vacuum attachment to clean along the edges and in the corners. Carpets must be professionally shampooed.

You may either contract with a professional cleaning company prior to your move out and provide us with your receipt or you may wait until after you move out and we will schedule the carpet cleaning and charge your account. Because we schedule a large number of carpet cleanings we typically receive a lower rate than many residents do individually. Please contact our office for current carpet cleaning rates.

Windows should be cleaned with a glass cleaner. All windows should be cleaned on the inside. Windows that can safely be reached from outside should also be cleaned on the outside.

Mini-blinds can be cleaned with a feather duster or a vacuum attachment. If blinds are still dirty they may be soaked in a soap solution, rinsed and hand dried.

Keep in mind that depending on how dirty the blinds are it may be more cost and time effective for us to replace them.

Heat vent covers can usually be cleaned by dusting or vacuuming with your vacuums brush attachment.

Light fixtures should be carefully taken down and washed with a soap solution, rinsed, hand dried and re-installed.