

## REGENT VILLAGE: PHASE II

### VACATING INFORMATION

Please read following information to help you when departing from Student Housing. If you have any questions, please call the office at 757-352-4890.

Please note that your housing deposit will not be processed until we have received **all of your keys**. Your contract states there is a \$50.00 charge for each key not returned.

**\*If you have** a bank account setup in Genisys, you will receive your housing deposit by direct deposit. **If you do not have** a bank account setup in Genisys, you will receive a physical check mailed to the address on file in Genisys.

#### **CHECKLIST FOR MOVING:**

- Notify Post Office of move with "**Change of Address**" form. This can be obtained from the Post Office or you can submit your change online at: [www.usps.com](http://www.usps.com)
- Also notify relatives, friends, companies, magazines, etc. of your change of address.
- Clean** your housing assignment using cleaning checklist attached.
- Have electric **"reverted back to owner"**
- Call Cox Communications and **disconnect any additional services** (movie channels, phone service, etc.) and **return any equipment (not including cable modem provided by Regent Village) directly to a Cox service center.**
- Turn in all keys (including mailbox keys)** to the Regent Village Office. If the office is closed, drop keys in an envelope located outside of our office with your building and apt # on it in the door slot. **Any housing assignment keys not returned are \$50.00 each. Any mailbox keys not returned are \$25.00 each.**
- Advise the Regent Village Office of your **new mailing address** or change it in Genisys prior to leaving.

**PLEASE LEAVE MODEM IN YOUR HOUSING ASSIGNMENT, INCLUDING ANY ETHERNET CABLES, ETC.**

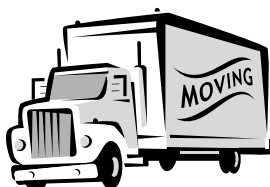
#### LOADING PROCEDURES

- 1) **PLEASE LOAD YOUR MOVING TRUCK/CAR IN THE PARKING LOT. DO NOT DRIVE** your car or moving van on any sidewalks or grass areas. There is a \$100.00 fine for each offense.
- 2) **DO NOT STORE OR PLACE ANYTHING IN PHASE II HALLWAYS.** This is a regulation of the Virginia Beach fire code. A fine of \$100.00 may apply for violation.
- 3) **DO NOT SLIDE WASHING MACHINES AND DRYERS ACROSS THE CARPET OR VINYL AREAS** as this could result in damage to these areas. Remember, you are responsible for damage to the assignment.
- 4) **DAMAGE** to your housing assignment will be correlated with damage reported on your move-in inspection sheet. This is the form you filled out when you took possession of the apartment. **Any damage not specifically noted on the move-in inspection sheet may be charged to you.**

### Things to Remember:

- 1) Please remove all items that you have added to the apartments. This includes child-safety devices.
- 2) **Please do not attempt to spackle your walls!** You may be charged for trying to do our job!
- 3) **All** trash and personal items must be removed from your housing assignment. This includes welcome mats, food, telephone and TV cables, and anything that is not the property of Student Housing. There is a \$25.00 charge for each item that we must remove from the apartment
- 4) **Do not** turn off your refrigerator or water heater.

**Residents who do not abide by these guidelines will be subject to a maintenance and/or housekeeping charge.**



### **Commonly Asked Questions By Departing Residents**

**Q: Can I keep my mail key for a few days after I move out?**

A: No. ALL keys must be turned in by noon of your vacate date. You will not be considered checked out until all of your keys are turned in to the Village office. If any mail addressed to you comes after you move out, it will be forwarded to you. Please complete a change of address form with the Post Office in advance of your vacate date.

**Q: Do I have until midnight to move out on my date to vacate?**

A: No. Your contract began at noon and ends at noon.

**Q: I've added some really nice shelves to my assignment. Can I leave them as an improvement to the new resident?**

A: No. Please remove all items from your housing assignment.

**Q: The dumpster closest to my building is full. Can I pile my trash and furniture against it?**

A: No. Please go to the next dumpster to dump your trash. If you have furniture, please take it to the landfill at the end of Jake Sears Road. This is FREE for Village residents. You will be fined \$25 if trash is found outside the dumpster, as Waste Management fines the Village for each occurrence.

**Q: Can I drive my moving vehicle onto the sidewalk and grass so it is easier to move?**

A: No. There are water pipes close to the surface that may burst if vehicles are driven on them.

**Q: Can I leave boxes in the hallway as I am moving?**

A: No. This is against Virginia Beach fire code and you could be fined \$100 by the Fire Marshall.

**Q: Can I use the Village dolly?**

A: Yes. The dolly is available normal business hours on a first come first serve basis. It must be returned by 5pm.

**Q: When will I get my housing deposit back?**

A: Within 30 days of your contract end date.

**Q: Do I take the modem with me when I vacate?**

A: No. Please be sure to leave the modem in your housing assignment, including Ethernet cables, etc.

**Please leave your assignment in substantially the same condition as when you moved in, as someone will be occupying it after you. "...but in humility consider other better than yourselves. Each of you should look not only to your own interests, but also to the interests of others." Philippians 2:3b-4**

## REGENT VILLAGE: Vacate Cleaning Checklist for Phase II

You are responsible for cleaning the following items. This checklist should help you receive all or most of your security deposit regarding cleaning to Regent Village standards.

Any items not meeting standards will be cleaned by Village staff at the rate of \$35.00 per hour starting after the first hour.

### Outside Porch

- Cobwebs
- Sweep
- Remove nails, etc.
- Clean porch light

### Living/dining area

- Mini-blinds (dust and/or wipe down with mild cleaner)
- Window tracks/frame/sills/glass (free of mold, dirt, etc.)
- Baseboards
- Front door outside/inside (free of excessive dirt, markings, etc.)
- Entry closet floor (especially corners)
- Light fixture
- Replace burned out and non-60 watt light bulbs
- Vacuum and clean carpet
- Fuse box – (free of mold, dirt, etc.)

### Utility Room

- Dust off water heater and air return unit
- Sweep and mop floor and clean shelves

### Kitchen

- Walls (remove any grease, food, etc.)
- Cabinets/drawers/pantry shelves (wipe free of food, crumbs, etc. and remove any lining)
- Refrigerator/freezer (free of food, crumbs, etc. especially under crispers, front, top and sides)
- Pull refrigerator out and clean area all around and behind
- Oven/range (range hood, grease filter, burners, stove/lift up stove top, inside oven, oven drawer)
- Pull oven out and clean area all around and behind
- Sink/countertops/garbage disposal
- dishwasher
- Light fixture
- Sweep/mop floor (especially corners)

### Bathroom

- Tub/shower head
- Toilet
- Baseboards
- Door (free of excessive dirt, markings, etc.)
- Bathroom fan
- Light fixture
- Replace burned out and non-60 watt light bulbs
- Sweep/mop floor

### Vanity I & II

- Sink/handles
- Mirror
- Inside/outside sink cabinet
- Inside medicine cabinet
- Air vent
- Baseboards
- Light fixture
- Replace burned out and non-60 watt light bulbs
- Vacuum and clean carpet

### Bedroom I & II

- Mini-blinds (dust and /or wipe down with warm water)
- Window tracks/frame/windowsills/windows (free of mold, dirt, etc.)
- Doors (free of excessive dirt, markings, etc.)
- Light fixture
- Replace burned out and non-60 watt light bulbs
- Vacuum and clean carpet

### CLEANER SUGGESTIONS:

*Our housekeepers have found these cleaners to work best when cleaning apartments:*

- **Comet:** can be used to clean sinks, countertops, tub/shower, toilet, stovetop and stubborn stains
- **All purpose cleaner:** can be used to clean floors, walls, doors, baseboards, cabinets (inside and outside), and refrigerator. Bleach countertops and vanity.
- **Windex:** Windows (glass, tracks and sills) and mirrors
- **Disinfectant:** Door knob, vanity and bathroom.
- **Degrease:** Stove, refrigerator, wall, stove hood and under stovetop.