

## REGENT COMMONS APARTMENTS

# *Important Departure Information*

Please read the following information regarding your departure from Regent Commons. If you have any questions, please give the Student Housing office a call at 757-352-4890, ext. 4.

### *Security Deposits*

Security Deposits are only processed for residents not returning to Student Housing. If you are transferring or are scheduled to return to Student Housing, then your security deposit will transfer to your new apartment. You will not receive your security deposit refund until you officially vacate Student Housing.

Security Deposit for vacating residents will be processed within 30 days of the lease ending period. You can receive your deposit via Direct Deposit by setting it up online in Genisys. Security Deposits will not be processed until we have received **all of your apartment and mailbox keys and you have updated your address in Genisys.** Your lease states there is a \$50.00 charge for each key not returned to the Student Housing Office.

If you do not have a new address at the time of departure, please update your address in Genisys as soon as you receive your new address.

### **CHECKLIST FOR MOVING:**

- Notify Post Office of your move with a "Change of Address" form. This has been provided in your Vacate packets or can be obtained from the Post Office. Also, notify relatives, friends, companies, magazines, etc. of your change of address.
- Clean** your apartment according to the enclosed cleaning checklist.
- Have telephone and all upgraded cable services disconnected.
- Turn in all keys using the key envelope included in your vacate packet** to the Regent Commons Office. This includes all access cards. If the office is closed, drop keys in the provided envelope with your apartment building and number on it in the lock box outside of the office. Any keys not returned are \$50.00 each.

## REGENT COMMONS APARTMENTS

# *Loading Procedures*

- 1) **PLEASE LOAD YOUR MOVING VAN/CAR IN THE PARKING LOT IN A PARKING SPACE. 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 THE REGENT COMMONS HALLWAYS.** This is a regulation of the Virginia Beach fire code. A fine of \$100.00 may apply for violation.
- 3) **A SHOPPING CART IS AVAILABLE IN OUR OFFICE.** Any damage to the hallways, doors or thresholds will be charged to you.
- 4) **DAMAGE** to the apartment 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 will be charged to you.

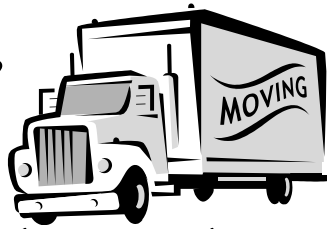
### *Please take note of these four items:*

- 1) Please remove all items that you have added to the apartments. This includes *curtain rods, picture hooks, etc.*
- 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 the apartment. This includes welcome mats, food, telephone and TV cables, and anything that is not the property of Regent Housing.
- 4) ***Do not*** turn off your refrigerator or air handling units.

Residents who do not abide by these guidelines will be subject to a maintenance charge.

Thank You.

# F.A.Q.



## Frequently 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 Regent Commons 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 to turn in my student I.D. since it's my access card?**

A: Yes. Please turn in all access cards that you were issued, including your picture student I.D. Student Services will issue you a new student I.D. free of charge to replace the old one.

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

A: No. All leases begin and end at noon.

**Q: I'm leaving before the date my lease ends. I just pay rent until the day I move out, right?**

A: No. If you have not previously arranged a pro-rated rent refund with the Area Director, then you are responsible for rent UNTIL the lease ends or until the apartment is ready for a new resident to take responsibility. You will need to pay the full month's rent on the first of the month. You will be refunded whatever we rent back out, which will be sent in addition to your security deposit refund.

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

A: Within 30 days of your lease end date. However, you must update your new address in Genisys in order for your security deposit to be processed. If you are transferring to another Student Housing apartment, your Security Deposit will transfer as well; therefore, a new deposit is not required and you will not be refunded until you officially vacate student housing.

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

A: No. Please go to the next dumpster to dump your trash. You will be fined \$25 if trash is found outside the dumpster, as Waste Management fines Student Housing 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 Regent Commons shopping cart?**

A: Yes. They can be checked out at the Regent Commons office.

**Please leave your apartment in substantially the same condition as when you moved in, as someone will be occupying it after you. "...but in humility consider others 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 COMMONS APARTMENTS**  
**Move-out Cleaning Guidelines & Checklist**

*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 Commons standards.*

*Any items not meeting standards will be cleaned by Regent Commons Housekeeping staff at the rate of \$35.00 per hour after the first hour.*

**Living/dining area**

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

**Kitchen**

- \_\_\_\_\_ Walls (remove any grease, food, etc.)
- \_\_\_\_\_ Cabinets/drawers (wipe free of food, crumbs, etc. and remove any lining)
- \_\_\_\_\_ Dishwasher
- \_\_\_\_\_ Countertops
- \_\_\_\_\_ 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, drip pans, stove/lift up stove top, inside oven, oven drawer)
- \_\_\_\_\_ Pull oven out and clean area all around and behind
- \_\_\_\_\_ Sink/ Garbage disposal
- \_\_\_\_\_ Microwave/ turntable and shelf
- \_\_\_\_\_ Sweep/mop floor (especially corners)

**Bathroom**

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

**Vanity**

- \_\_\_\_\_ Sink/ faucets
- \_\_\_\_\_ Mirrors
- \_\_\_\_\_ Inside/outside sink cabinet
- \_\_\_\_\_ Vanity drawers
- \_\_\_\_\_ Air vent (vacuumed and cleaned with soapy water)
- \_\_\_\_\_ Base boards
- \_\_\_\_\_ Light fixture
- \_\_\_\_\_ Replace burned out and non-60 watt light bulbs
- \_\_\_\_\_ Sweep and mop floors

**Bedroom**

- \_\_\_\_\_ 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/ fan blades (dust unit and inside fixture)
- \_\_\_\_\_ Replace burned out and non-60 watt light bulbs
- \_\_\_\_\_ Vacuum and/or clean carpet
- \_\_\_\_\_ Closet and shelf

**Furniture**

- \_\_\_\_\_ Dust all furniture
- \_\_\_\_\_ Spot clean stained upholstery

**CLEANER SUGGESTIONS**

*Our housekeepers have found these cleaners to work best for 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
- **Windex:** windows (glass, tracks, and sills) and mirrors
- **Disinfectant:** Door knobs, vanity and bathroom