

*****READ THIS TO SAVE TIME AND MONEY*****

ISU WEST CHECK OUT & MOVING INFORMATION

STAYING FOR THE SUMMER? Have the apartment in good shape to welcome new roommates!

- Residents staying for the SUMMER should have the apartment cleaned and in good shape, ready to welcome new roommates. If cleaning is needed by our custodial staff, the continuing residents could be charged.
- Department of Residence Staff will enter your apartment if one of your roommates has checked out and vacated their room. Staff inspects the vacant room, bathroom, and common spaces for damages and verifies it is ready for a new resident to move into during the summer. Inspections will begin Wednesday, April 30th and will occur between the hours of 8:00am and 10:30pm. **This serves as your 24 hour entry notification.**

FOR STUDENTS NOT STAYING FOR THE SUMMER: CHECK OUT HOURS AND DEADLINE

- Residents not living at ISU West this SUMMER must be checked out by **NOON Saturday, MAY 7th**. Graduating students have until **6:00PM Saturday, MAY 7th** to check out.
- Residents not properly checked out by their deadline above will be assessed a \$50 improper check out charge.
- Check out times:

Monday, May 2 – Friday May 6	8:00 am – 10:00 pm
Saturday, May 7	8:00 am – 6:00 pm
- You may check out before the above dates by visiting the office during normal operating hours.
- Do not leave the keys in your apartment and leave without checking out; doing so will result in a minimum \$50 charge.

STAYING FOR THE SUMMER AND MOVING FROM YOUR CURRENT APARTMENT TO A NEW ISU WEST APARTMENT?

- **Residents moving from one ISU West apartment to another.** You will remain in your current apartment until your new apartment has been vacated, inspected and cleaned.
- Each individual in this situation must meet with Leif Olsen at the ISU West Office to create your “customized moving plan.”
- See Leif as soon as you know your new SUMMER assignment. Schedule an appointment via email: leolsen@iastate.edu
- **Students moving to a new apartment cannot leave without meeting with Leif and completing their move as agreed.**

CHECK OUT PROCESS

- When packed, cleaned and ready to leave, come to the ISU West Office (3906 Maricopa Dr. #102) during the times outlined above. Bring your ID and your key(s). Complete the checkout paperwork and turn in your keys.
 - ***If you were provided a mailbox key at time of check in, be sure to bring that key to the office when you check out – do not give it to another roommate. You will be charged \$5 if the key is not turned in at the time of check-out.***
- Staff will not inspect your apartment at the time of check out. After you've gone, staff will inspect your bedroom/bathroom and common spaces.
- You will be charged if cleaning was not properly done, items left, or damages found. Residents' condition forms are referenced. Photos are taken to support charges placed on your U-bill.
- You must loft your bed to at least the lowest height (about waist high). You must have all pieces in the bedroom so staff can verify that all parts are there. Loft pins and connectors should be placed in the top drawer of your desk. You will be charged for missing loft parts and loft pegs. CAs/DoR Staff cannot assist with lofting beds.

CAN'T CHECK OUT DURING THE ABOVE OFFICE HOURS?

- Visit the ISU West Office during normal office hours to learn more about the after-hours check out process.

YOU ARE RESPONSIBLE FOR CLEANING - Not cleaning well can be very expensive.

- Attached is a Cleaning Check List for the apartment.
- Attached are the charges you will be assessed if you choose to not clean, leave items or trash. We want you to know these charges upfront. **It will be very expensive if you leave without cleaning well.**
- Remove all personal “stuff” from the apartment, not leaving anything behind. Items left behind will cost a minimum of \$50.00.
- Put trash/undesired items inside the dumpsters, not in the hallways or outside of buildings. Charges will be assessed for trash left in common areas or public space.
- Submit maintenance requests for all broken/non-working items in your apartment. Contact Jensen at 515-233-2752 or submit an online request at <http://www.jensengroup.net/maintenance-requests/>.

AFTER CHECKING OUT

- When you check out and turn in your keys, you are no longer a resident of that apartment. You need to leave. You should not return to clean or stay there.

TALK WITH YOUR ROOMMATES. CREATE A CLEANING PLAN.

- Roommates share equally in the responsibility for the common areas (bathroom, kitchen, living room, hallways and laundry area).
- Talk and decide “who will clean what.” Each of you is responsible for your own bedroom and bathroom. Bathrooms not attached to bedrooms, hallways, kitchen, living room, and laundry room will be considered common space. Charges assessed for those areas will be split equally between all current roommates.
- Lack of roommate communication is not an excuse. **Regardless of when each resident is leaving, you share equally in the responsibility for cleaning and for the condition of the apartment when the last person leaves.**

SHOWER RODS, CLEANING SUPPLIES, AND LIGHT BULBS

- Replacement shower rods cost \$10. Please leave the shower rods in the bath/shower.
- You are responsible for providing your own cleaning supplies and trash bags.
- Burned out light bulbs must be replaced before you depart. You can exchange burned out bulbs for new bulbs at the Iowa State West Office. If staff must replace bulbs after you depart you will be charged cost of the bulb plus labor.

CHARGES FOR NOT CLEANING

Charges for not cleaning will be assessed after move out. These will be placed on your University bill **by late June**. This appearance on your University bill is your notification of these charges. Appeals must be submitted within 30 days of the notification of the charge (Policy Handbook I.B). Appeals must be emailed to iowastatewest@iastate.edu and must include:

EMAIL SUBJECT LINE: CHARGE APPEAL (Last Name, First Name)

First Name, Last Name

Student ID Number

Building Number, Apartment Number, and Room Letter

A description of the charge in question (Amount and description of charge on U-Bill)

Rationale as to why the charge should be reversed

Appeals that do not include the above information will not be considered. Direct questions about charges to the Iowa State West Office at iowastatewest@iastate.edu.

ITEMS LEFT IN APARTMENTS

Items left in apartments will be removed. Items are kept for 30 days after which it will be sent to ISU’s Asset Recovery for sale/disposal. You will be charged a minimum of \$50 for the removal, storage and disposal of these items.

QUESTIONS?

Please let us know as soon as possible so we can help. Waiting until move out may be too late. Contact your CA or stop by the office today.

PLEASE REVIEW THE CLEANING CHARGES AND CLEANING CHECKLIST DOCUMENTS BELOW

CLEANING & OTHER CHARGES AT ISU WEST APARTMENTS

The Department of Residence Policy Handbook requires you to clean thoroughly when you move out of your apartment. Choosing to not thoroughly clean your apartment, or parts thereof, will result in charges. Digital photos are taken to support charges. **Choosing to not clean can be very expensive.**

Note that you will also be charged the costs of any stains, replacements or damage repairs, including labor and materials. The following charges that could be assessed include, **but are not limited to:**

Kitchen Cleaning –

• Stove and Oven (including broiler pan and drip pans not cleaned)	\$80
• Refrigerator/Freezer	\$80
• Microwave	\$40
• Dishwasher	\$40
• Sink	\$40
• Cabinets	\$40
• Drawers	\$40
• Countertops	\$40
• Floor and Walls	\$40 each
• Drip Pan Replacement	\$15
• Total Kitchen Cleaning	\$455+

Bathroom Cleaning –

• Toilet	\$40
• Bath/Shower	\$40
• Sinks, Countertop or Mirror (bathroom vanity area)	\$40
• Cabinets (inside and out)	\$40
• Drawers (inside and out)	\$40
• Floor and Walls	\$40 each
• Shower rod replacement	\$10
• Total Bathroom Cleaning	\$250+

Bedroom Cleaning –

• Furniture Dusting/Cleaning (inside and out)	\$30
• Window and Mini Blind Dusting and Cleaning	\$30
• Vacuuming/mopping of Floor	\$40
• Walls	\$40 each
• Total Bedroom Cleaning	\$140+

Living Room Cleaning–

• Furniture	\$30 a piece
• Window and Mini Blind Dusting and Cleaning	\$30
• Floor and Walls	\$40 each
• Total Living Room Cleaning Minimum	\$100+

Laundry Area, Closet and Hallway Cleaning –

• Washer and Dryer (lint trap and detergent areas)	\$20 each
• Closet	\$40
• Floor and Walls	\$40 each
• Total Laundry Area Cleaning Minimum	\$100+

General –

• Carpet shampooing and stain removal	\$35/hour minimum
• Trash Removal/Items Left (If staff has to dispose of items you leave in the apartment)	\$50 minimum
• Furniture Moving (Furniture must be in its original room)	\$50 per piece
• Mattress Replacement	\$103
• Furniture, miniblind, carpet, lamps, lampshades, light bulb, or light cover replacement	Current replacement chrg
• Smoke removal (minimum of carpet shampoo, walls painted and mattress replacement)	Current replacement chrg
• Smoke detector replacement	\$20

ISU WEST APARTMENT CLEANING CHECK LIST

Living room

- Dust all surfaces (tables, mini blinds, window sills and panes, etc.).
- Wipe off leather couch and chair, including between the cushions, with a warm and slightly damp cloth.
- Clean marks off walls.
- Vacuum carpet or flooring including under couch, chair and other furniture. Swiffer products work great on non-carpeted floors. Do not use any wax products.
- Clean outside of all vents.
- Clean ceiling fan blades
- Make sure light bulbs are working – if not come to the ISU West Office to get a replacement bulb
- Set thermostat to cool/air and 71 degrees

Kitchen

- Clean outside and inside of drawers and cupboards.
- Clean all counter surfaces.
- Clean sink and faucet.
- Clean the inside and outside of the microwave.
- Remove all items from the refrigerator.
- Wash all surfaces and areas inside and outside of the refrigerator and freezer.
- Sweep or mop behind refrigerator, carefully pulling it in and out from the wall.
- Clean the inside and outside of the dishwasher.
- Clean the inside and outside of the oven including the drawer underneath the oven.
- Wipe off the stovetop and clean drip pans beneath burners.
- Wipe down the fan hood.
- Clean marks off walls.
- Sweep and wash/mop the floor. Do not use wax products.
- Take out all trash from the kitchen and other areas of the apartment.
- Make sure light bulbs are working – if not come to the ISU West Office to get a replacement bulb

Hallways and Laundry Area

- Dust all light fixtures.
- Clean marks off walls.
- Vacuum carpet or Swiffer flooring. Do not use wax products.
- Clean closet.
- Clean inside and outside of the washer and dryer, including the lint trap in the dryer.
- Ensure smoke detector is present and functioning properly.
- Make sure light bulbs are working – if not come to the ISU West Office to get a replacement bulb

Bathroom

- Clean sinks, faucets, mirror and countertop...the entire vanity area.
- Clean and wipe out all drawers and cabinets.
- Thoroughly clean and disinfect shower area.
- Remove your shower curtain and leave the curtain rod.
- Clean vents & light fixtures with a vacuum or a dry dusting cloth.
- Clean and disinfect toilet, inside and out.
- Clean dirt and marks off walls.
- Sweep and wash/mop the floor in the entire bathroom area.
- Take out all trash from the bathroom and other areas of the apartment.
- Make sure light bulbs are working – if not come to the ISU West Office to get a replacement bulb

Bedrooms

- Dust off all surfaces (desk, file caddy, shelves, closet, dresser, etc.).
- Wipe out all drawers and inside surfaces (dresser, bed, desk, file caddy, etc.).
- Dust mini blinds, window sills and panes. Clean any moisture off the window.
- Clean marks off walls.
- Vacuum carpet/Swiffer flooring including under the bed and other furniture.
- Loft bed to the lowest height (Waist high). Place metal pins in the bedroom's desk drawer if they weren't used to loft the bed.
- Clean ceiling fan blades.
- Ensure smoke detector is present and functioning properly.
- Make sure light bulbs are working – if not come to the ISU West Office to get a replacement bulb