

*****READ THIS TO SAVE MONEY & HASSLES*****

LEGACY TOWER MAY 2015 CHECK OUT & MOVING INFORMATION

CHECK OUT HOURS AND DEADLINE

- Residents not living at Legacy Tower this summer and who are not graduating must be checked out by **12:00 (NOON) p.m. Saturday, May 9th, 2015.**
- Residents not properly checked out by **12:00 p.m. (NOON) on Saturday, May 9th, 2015** will be assessed a \$50 improper check out charge and may be charged an hourly rate after that time.
- Residents who are graduating from Iowa State University must be checked out by **6:00 p.m. on Saturday, May 9th, 2015.**
- Graduating residents not properly checked out by **6:00 p.m. on Saturday, May 9th, 2015** will be assessed a \$50 improper check out charge and may be charged an hourly rate after that time.
- The Legacy Tower Main Office will be open
 - Sunday, May 3rd 1:00 p.m. to 4:00 p.m.
 - Monday, May 4th through Thursday, May 7th 10:00 a.m. to 8:00 p.m.
 - Friday, May 8th 8:00 a.m. to 8:00 p.m.
 - Saturday, May 9th 8:00 a.m. to 6:00 p.m.
- Stop by the office or call 515-460-0733 with questions.
- Do not leave the keys in your apartment and leave Legacy Tower without checking out; doing so is a \$50 charge.

SIGN UP TO CHECK OUT

- Each resident leaving must sign up for a check out time by calling or stopping by the Legacy Tower Main Office.
- All residents must be signed up for a check out time by **Wednesday, April 29th.**
- **Checking out of Legacy Tower is different from the residence halls.** Read this to know how to check out and avoid extra charges.
- The two check out options...**EXPRESS** and **PICO**...are explained below.
- If you plan to check-out of Legacy Tower when the desk is closed, please pick up an after-hours checkout packet.

EXPRESS CHECK OUT...The easiest and most popular; you come to the Legacy Tower Main Office.

- Sign up for the day and approximate time you'll be checking out and leaving.
- When packed, cleaned and ready to leave, come to the Legacy Tower Main Office. Bring your ID/access card (we need the number) and your fob and 2 keys. Complete the checkout paperwork and turn in your keys.
- After you've gone, staff will inspect your bedroom/bathroom or full apartment, whichever is appropriate.
- 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 put on your U-bill.

PERSONAL INSPECTION AND CHECK OUT (PICO) ... We come to your apartment at a specific time.

- Be ready to leave at that specific day/time. Staff will do the inspection and have you complete the check out forms.
- Residents' condition forms are referenced.
- Due to this busy time, staff cannot remain while additional cleaning is done.
- You will know at the time of your PICO if charges for cleaning and/or damages will appear on your U-bill **unless** you have roommates also leaving and they still need to check out. Even with a PICO, you are responsible for the condition of the apartment when the last resident leaves.
- In short, PICOs work best if you are the last person to leave the apartment.
- PICO sign ups cannot be done by email. They must be done in person in the Legacy Tower Main Office and are on a first-come, first-served basis.

ARE YOU A "DOMINO"?

- A "domino" is a resident moving from one Legacy Tower apartment to another. Dominoes cannot move until your new apartment has been vacated, inspected and cleaned.
- Each domino must see Carolyn Duven in the Legacy Tower Main Office to create your "customized moving plan."
- See Carolyn as soon as you know your summer assignment and no later than Wednesday, April 30th. An email would be appropriate communication. cduven@iastate.edu
- Dominos not meeting or communicating with Carolyn by the Wednesday, April 30th deadline may be assessed a \$50 Improper Check Out charge.
- **Dominoes must not leave campus without meeting with Carolyn and completing their move as agreed.**

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

- Attached is a Cleaning Check List for each room of 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" can cost a minimum of \$50.00.
- Put trash inside the roll off. Do not leave trash or other items in the hallway. Charges will be assessed for improper trash.

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. Doing so is an Improper Check Out and includes a \$50 charge.

TALK WITH YOUR ROOMMATES· CREATE A CLEANING PLAN·

- If everyone is checking out of the apartment, you 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 (or half of a shared bedroom). If you are checking out and leaving at different times, work out a plan that is best for your apartment situation.
- **DOMINOES**...work with your roommates so everyone cleans the apartment before they check out. Then, it's up to you to keep things in great shape for when you check out after they do.
- If you have roommates remaining in the same apartment for summer, you need to clean your bedroom **and** the entire bathroom. Remove all of your possessions from the apartment. Do not store items there or assume that your roommates want these.
- 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.**

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

- Residents that are staying for 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.

LIGHTBULBS AND CLEANING SUPPLIES

- Bring burnt out light bulbs to the Legacy Tower Main Office for replacements.
- East/West Side Market sells cleaning supplies such as oven cleaner, toilet bowl cleaner, Windex and dusting spray.

SAVE - Simple Act Vital Effect ...Don't leave food in the apartment or throw stuff away. Donate it! Save the landfills & help others! Bring unopened, nonperishable food items to the Legacy Tower Main Office during Move Out. Find out more about **SAVE** from posted signs and emails sent. All food goes to local food pantries.

DON'T FORGET YOUR BIKE!

Take your bike when you leave. Bikes that appear to be abandoned will be cut and discarded this summer as per Campustown procedures.

CHARGES FOR NOT CLEANING

Charges for not cleaning will be assessed after May Move Out and Summer School Move In. These will be placed on your University bill **by early 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). Direct questions about charges to the Legacy Tower Main Office at 515-460-0733 or to Carolyn Duven at cduven@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 for the removal, storage and disposal of these items at a minimum charge of \$50.

QUESTIONS?

Please let us know as soon as possible so we can help. Waiting until move out weekend may be too late. Contact us at 515-460-0733.

WHAT TO CLEAN & HOW TO CHECK OUT

Legacy Tower Apartments at Iowa State University

Updated March 2015

Cleaning and Other Things to Do

1. Sign-up for a time at the hall desk, indicate if you want an express check-out or PICO (**Required**)
2. If you are checking out, but have roommate(s) remaining as residents in the apartment, you are responsible for:
 - Cleaning your bedroom;
 - Cleaning the entire bathroom; and
 - Removing all your possessions. Do not assume your roommates or new residents want these. The minimum charge for leaving items or trash is \$50.
3. Read the attached **Cleaning Check List**. Our staff will inspect these items/areas after you have checked out and you will be charged for things not properly cleaned. We need for you to clean and clean well. Digital photos are taken to support all charges.
4. Note the attached **Cleaning & Other Charges** for not cleaning or for stains and other damages found.
5. Report things that need fixed, repaired or replaced to Campustown (515-598-9000) or to DoR Service Center at 515-294-3322 for all Department of Residence provided furniture prior to check out. You will not be charged for repairs due to normal wear and tear. You will be charged for damages. Your condition form will be referenced.
6. Return all furniture to its original room.
7. Replace all burnt out light bulbs. Bring old bulbs to the Legacy Tower Main Office to get replacements.
8. Put trash inside the dumpsters or roll offs provided. There is a \$50 charge for improper trash disposal.
9. **Do not** fill nail holes, spackle or paint walls. We need our staff to do this work so the correct products and colors are used. Charges are assessed if repairs done by residents are found.

Charges for Not Cleaning

Charges for not cleaning will be assessed and placed on your University bill soon after check out. 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). Direct questions about charges and appeals can be brought to the Legacy Tower Hall Director, Carolyn Duven (cduven@iastate.edu).

How to Check Out

1. When the cleaning is done and all of your personal items have been removed, you are ready to check out in the Legacy Tower Main Office. **Do not leave Legacy or campus without returning your keys to the office.**
2. Close and lock your bedroom door.
3. Come to the Legacy Tower Main Office to complete the required check out paperwork and turn in your three keys (apartment door, bedroom door, mail). Failure to complete this paperwork or to turn in your keys will result in a \$50 Improper Check Out charge.
4. A lock change is required for bedroom door keys not turned in; there is a replacement/reprogramming charge for all apartment fobs not turned in as required.
5. If you receive an After Hours Check Out packet, follow the instructions on the envelope. If you have questions as you are completing this, call the CA on Duty at 515-460-4918.

If you have questions about cleaning or checking out, contact the Legacy Tower Main Office at 515-460-0733, the CA on Duty at 515-460-4918. **Thank you for living at Legacy!**

LEGACY TOWER APARTMENT CLEANING CHECK LIST

Living room

- Dust all surfaces (lampshades, 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. We recommend "Goo Gone." **Do not fill nail holes, spackle or paint the wall.**
- Vacuum carpet or flooring including under couch, chair and other furniture. Make sure to vacuum the corners! Swiffer products work great on the hard floors. Do not use any wax products.
- Clean all vents you can safely reach.
- Clean the closet/storage area if present in your apartment.
- Remove all personal items from indoor lofted area.

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, including the top of the appliance.
- Clean around the outside of your refrigerator, includes spaces between the refrigerator and cabinets/walls
- 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.
You can purchase new drip pans. The only acceptable replacements are Range Kleen Reflector Bowls. Make sure to use the models that say "Fits GE/ Kenmore/ Moffat/ Hotpoint ranges (produced since 1990) with PLUG-IN heating elements."
- 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.

Hallways/Laundry Area/Patio

- Dust all light fixtures (Do not attempt to clean ceiling fan)
- Clean marks off walls.
- Vacuum carpet.
- Clean closet.
- Clean the accessible vents in apartment.
- Remove all personal items from patio area.
- Sweep and mop the patio area.

Bathroom

- Clean sinks, faucets, mirror and countertop...the entire vanity area.
- Clean and wipe out all drawers and cabinets.
- Thoroughly clean shower area.
- Remove shower curtain.
- Clean vents & light fixtures in the bathroom with a vacuum or a dry dusting cloth.
- Clean and disinfect toilet, inside and out.
- Clean towel bars in the bathroom.
- 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.

Bedrooms

- Assemble bed completely
- Dust off all surfaces (desk, file caddy, shelves, top of wardrobe, dresser, etc.).
- Wipe out all drawers and inside surfaces (dresser, bed, desk, file caddy and wardrobe).
- Dust mini blinds, window sills and panes. Clean any mold or moisture off the window.
- Clean marks off walls. We recommend "Goo Gone." **Do not fill nail holes, spackle or paint the wall.**
- Vacuum carpet including behind the bed. Leave bed pulled out so this can be inspected.

Cleaning & Other Charges at Legacy Tower 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 –

<ul style="list-style-type: none"> • Stove and Oven (including broiler pan and drip pans not cleaned) • Refrigerator/Freezer • Microwave • Dishwasher • Sink • Cabinets • Drawers • Countertops • Floor and Walls • Drip Pan Replacement 	<p>\$80</p> <p>\$80</p> <p>\$40</p> <p>\$40</p> <p>\$40</p> <p>\$40</p> <p>\$40</p> <p>\$40</p> <p>\$40 each</p> <p>\$15 per large</p> <p>\$11 per small</p>
<p>The only acceptable replacements are Range Kleen Reflector Bowls.</p> <p>Please see the "Legacy Tower Cleaning Check List" for correct model information.</p>	

Bathroom Cleaning –

<ul style="list-style-type: none"> • Toilet • Shower (including vent/light) • Sinks, Countertop or Mirror (bathroom vanity area) • Cabinets (inside and out) • Drawers (inside and out) • Floor and Walls 	<p>\$80</p> <p>\$80</p> <p>\$40</p> <p>\$40</p> <p>\$40</p> <p>\$40 each</p>
---	--

Bedroom Cleaning –

<ul style="list-style-type: none"> • Furniture Dusting/Cleaning (inside and out) • Window and Vertical Blind Dusting and Cleaning • Vacuuming of Floor (including behind the bed) • Walls • Closet • Total Bedroom Cleaning 	<p>\$30 a piece</p> <p>\$30</p> <p>\$40</p> <p>\$40</p> <p>\$40</p> <p>\$140</p>
---	--

Living Room, Hallway –

<ul style="list-style-type: none"> • Furniture Cleaning • Window Cleaning • Floor and Walls 	<p>\$30 a piece</p> <p>\$30</p> <p>\$40 each</p>
--	--

General –

<ul style="list-style-type: none"> • Carpet shampooing and stain removal • Trash Removal/Items Left (If staff has to dispose of items you leave in the apartment) • Improper Trash Fee (Trash was put in an inappropriate place) • Furniture Moving (Furniture must be in its original room) • Large vents in living room • Bedroom doors • Mattress Replacement • Furniture replacement • Smoke removal (minimum of carpet shampoo, walls painted and mattress replacement) • Smoke detector replacement 	<p>\$35/hour minimum</p> <p>\$50 minimum</p> <p>\$50</p> <p>\$50 per piece</p> <p>\$40</p> <p>\$100 per door</p> <p>Current replacement charge per DoR Purchasing</p> <p>Current replacement charge per DoR Purchasing</p> <p>Current replacement charge per DoR Purchasing</p> <p>Current replacement charge per Campustown</p>
---	--