



CHECKOUT INFO.

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[MAINTENANCE REQUEST - DIRECT LINE](#) 515.598.4608

Overview

Thank you for renting from us! This newsletter contains important information for those of you who are moving on at the end of this lease term. If you have received this letter, but you are staying in your current apartment for the next lease period, please give us a call to confirm that we have all of your lease documentation in place.

Most leases expire on July 31st of each year. Because of the large number of residents who check out on that day, we pre-schedule all July 31st checkout appointments based on building and apartment number. Please refer to the [Checkout Appointment Schedule \(page 4\)](#) for the checkout time designated for your apartment.

If you would like to move out sooner, we can schedule an early checkout. Haverkamp Properties offers 2/3 off carpet cleaning for checkouts prior to noon on July 15th and 1/2 off for checkouts prior to noon on July 22rd. This offer only applies to leases ending on 7/31. Please refer to the included chart for pricing. There are a limited number of appointments, so call soon to take advantage of our early checkout carpet cleaning incentive. Other than the early checkout time incentive, **we do not do carpet cleaning.**

When the Haverkamp Properties checkout inspector arrives at your apartment, it must be [completely empty and clean](#) according to the cleaning guidelines that follow. As you think ahead to your checkout time, make sure you allow plenty of time for cleaning and pre-clean items like light fixtures, blinds, and windows to save time later.

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TOP 10 TIPS

TO REMEMBER FOR YOUR CHECKOUT

1. **Carpet Cleaning**
Remember to get them professionally cleaned!
2. **Light Bulbs**
All light fixtures & Bulbs- cleaned & replaced!
3. **Burner Pans**
Replace them- or we will for a \$5 charge
4. **Return Air Vent**
Dust well and leave it clean!
5. **Utilities**
Leave ON until AFTER your checkout!
6. **Cabinets**
Clean both inside and out!
7. **Ceiling Fans**
Dust these! Wipe off all the built up dust
8. **Blinds & Windows**
Dust these too! We want them cleaned!
9. **Fridge/ Stove**
Clean inside, outside and under!
10. **Forwarding Address**
We must have this to forward your deposit!

Checklist

Checkout and moving time can be difficult and stressful. Many people in Ames must be out of their current apartment before they have access to the next one. The best thing to do is to plan on moving your belongings out a day or two ahead of time into a trailer, U-Haul, friend's place or other temporary storage. Then you can clean efficiently and your carpet cleaning can be scheduled more easily. However you approach the potential homeless period, start making arrangements now to avoid overworking yourself later.

Make sure to take care of the following items before your checkout appointment:

- ❑ **KEYS:** Have all keys ready to turn in at your checkout appointment. Remember door, mail, and garage (keys & openers).
- ❑ **UTILITIES:** Keep utilities in service through the end of the lease period (usually 7/31)
- ❑ **CLEANING:** Follow the included guidelines for a "no deductions inspection!"

Please see *Cleaning Guidelines* on page 5

Call now to move out early and get a great deal on carpet cleaning! Limited appointments available! Payment is conveniently taken directly out of security deposit!

Early Checkout & Carpet Cleaning Incentive

As part of the check-out procedure, residents who are moving out at the end of the lease term are required to have the carpets professionally cleaned. For those who are considering leaving prior to July 31st we are offering a carpet cleaning incentive through Haverkamp Properties.

2/3 OFF Before Noon on July 15th!

1/2 OFF July 18th through July 22nd!

How to sign up

There are a limited number of early check-out appointments available each day, so act now if you wish to take advantage of this offer.

1) Call the office at 232-7575 to set up your early check-out appointment.

2) The discounted carpet cleaning will be paid for from your security deposit and itemized on your deposit return, so you do not need to come up with any extra money now.

3) Remember, this is an incentive for early, full check-outs only. We do not have the capacity to offer carpet cleaning service past July 22nd check-outs, so please make arrangements with another professional company for check-out appointments after noon on July 22nd.

Moving out before July?

Residents who wish to vacate their apartment prior to July 1st may still take advantage of the 2/3 off special for carpet cleaning, but must pay all July rent and have their account current prior to the early check-out appointment. Utilities must still be kept in the tenants name until the end of the lease term, to prevent damage to appliances etc.

Carpet Cleaning Pricing (Sorry, we do not offer ANY carpet cleaning after 7/22)

Unit Type	Reg. Price	2/3 Off (price before noon 7/15)	1/2 Off (price before noon 7/22)
Standard (No Laminate in Common Area)			
1 BR	\$100	\$30	\$50
2 BR	\$140	\$47	\$70
3 BR	\$180	\$60	\$90
4 BR	\$220	\$73	\$110
Premium (Laminate Flooring in Common Area)			
1 BR	\$80	\$26	\$40
2 BR	\$120	\$40	\$60
3 BR	\$160	\$53	\$80
4 BR	\$200	\$66	\$100
*3 Bedroom Townhomes (Emerald Drive and Westwood Village)			
Westwood Village -1472 s/f	\$270	\$89	\$135
Emerald Drive-1833 s/f (all BRs down)	\$290	\$96	\$145
Emerald Drive-2400 s/f	\$320	\$106	\$160

7/31/10 Checkout Appointment Schedule

* All apartments are included in this chart, but only those units actually vacating will be visited.

Complex	7 AM—8 AM Be ready by 7 AM	8 AM—9 AM Be ready by 8 AM	9 AM—10 AM Be ready by 9 AM	10 AM—11 AM Be ready by 10 AM	11 AM—12 PM Be ready by 11 AM	12 PM—1 PM Be ready by 12 PM
Crown Point (108, 203, 204, and 215) AND Emerald Drive 301 Jewel	203: 1, 2, 3, 5, 6 204: 1, 2, 3, 9, 10 108: 101 – 105	203: 4, 7, 8 204: 4, 5, 6, 11, 12 215: 1, 2 108: 106, 107, 201 – 203	204: 7, 8, 13, 14, 15 215: 3-7 108: 204 – 208	204: 16 215: 8 108: 301 – 305 301: 1-6	108: 306 – 308 3310, 3312, 3314, 3316, 3322, 3406, 3410, 3412	-
Steinbeck Street & Twain Circle	-	4524: 1-8	4517: 1 – 4	4525: 1 – 4	4536 Twain: 1 – 5	-
Walnut Place (218 & 232)	218: 1 – 5 232: 1 – 5	218: 6 – 10 232: 6 – 10	218: 11 – 15 232: 11 – 15	218: 16 – 18 232: 16 – 18	-	-
Westwood Village	110: 111, 212, 213, 121 302: 1 – 5	110: 122, 223, 224, 325, 326 302: 6 – 8 145: 301, 303	110: 131, 132, 233, 234, 335 145: 307, 309 320: 101 – 103	110: 336 116: 101 – 104 320: 104 330: 105 – 108	116: 105 – 110 3801: 101-112, 201 – 206	3801:207 – 212, 301 – 312
West Towne	All Buildings: 201 – 205	All Buildings: 206 – 210	All Buildings: 211 – 214, 301	All Buildings: 302 – 306 Ground floor 1 BRs	All Buildings: 307 – 311	All Buildings; 312 – 314

**TRANSFERS
within
Haverkamp
Properties**

If you are transferring to a different apartment within Haverkamp Properties, you will still need to have your checkout appointment as scheduled in this chart. However, if you have chosen the 7/31 “as-is” early move in option, you may begin moving your belongings into your new apartment once your new apartment has finished checking out (refer to chart above for their time). You will not be able to pick up your keys and welcome packet until the 3 pm check in time, but the checked out apartment should be unlocked. Please do not start moving into the new apartment until you are sure that the inspector is done and be careful to move into the correct building and unit number.

Cleaning Supplies

- ❑ Washcloths & paper towels
- ❑ Concentrated cleaner (e.g. Mr. Clean) for mopping, walls, trim etc. Dilute per instructions.
- ❑ Oven cleaner
- ❑ Glass cleaner (e.g. Windex)
- ❑ Toilet bowl cleaner and brush
- ❑ Non-abrasive disinfectant spray with mineral and soap deposit remover (e.g. Scrubbing Bubbles)
- ❑ Dusting spray (e.g. Pledge)
- ❑ Swifer or Pledge dusters work great for ceiling fans, blinds, trim, etc.
- ❑ Foaming drain cleaner (if you have a slow drain)
- ❑ Scouring pads – mainly for inside stove & drip pans. Be careful not to dull shiny surfaces!
- ❑ Mop and bucket
- ❑ Narrow scrub brush (old toothbrush)
- ❑ Vacuum with brush attachment
- ❑ Broom and dustpan
- ❑ 9v batteries (for smoke detectors if needed)
- ❑ Fire extinguisher (only if not fully charged) be sure to duplicate exact rating and size
- ❑ 40w bulbs for refrigerator and stove (only if burnt out)
- ❑ 60w maximum wattage for most other lights. (Don't use higher wattage!)
- ❑ Fluorescent bulbs if needed.
- ❑ Lightweight Spackle for small picture hanging holes
- ❑ Step stool or stepladder to reach lights, ceiling fans, tops of wall cabinets and walls. Be careful when cleaning up high! For light bulbs in really high entranceways *(like the Crown Point townhomes), we will not charge you for burnt out bulbs as long as you leave us a replacement bulb, we'll use our taller ladders to put them in.*

Cleaning Guidelines

Kitchen

- ❑ Clean all cupboards and drawers inside, outside and top with a damp cloth.
- ❑ Clean all light fixtures, inside and out. Remove carefully and wash by hand.
- ❑ Clean the inside of the oven with oven cleaner. Running the self-cleaning feature and letting it cool will make the oven much easier to clean! Clean the drawer of the oven after you're done with the inside of the oven, because stuff drips down into the drawer.
- ❑ Clean the stove-top by removing the coils and bowls and cleaning the area below. Many stoves allow you to lift the whole top and clean underneath more easily.
- ❑ Do NOT attempt to clean the drip pans, Haverkamp will replace them for a \$5 charge if they do not look brand new.
- ❑ Clean the oven hood fan and light area with surface cleaner to remove splatters and residue.
- ❑ Take out the fan filter and soak it in water and detergent to clean it. Replace carefully when dry.
- ❑ Remove the drawer below the oven to clean the floor beneath the oven (easier than moving the oven).
- ❑ Empty the refrigerator and freezer. Clean all shelves, drawers, and doors. Use diluted bleach or a disinfectant spray on all inside shelves and surfaces, and rinse clean.
- ❑ Clean the outside and top of the refrigerator.
- ❑ Roll the refrigerator forward carefully. Wash the walls and woodwork behind it and sweep and mop the floor beneath it.
- ❑ Wash all countertops and sink. You may need to save the sink for last so that it's not messy from other cleaning.

Cleaning Guidelines cont.

Bathrooms

- ❑ Start with the exhaust fan/light cover. Vacuum out the dust around the edges and finish with a cloth. Gently squeeze the light cover on the longer sides to release it from the fan. Replace 60w max bulb if needed. Clean light cover and replace.
- ❑ Clean the light fixtures and covers with water and mild cleaner.
- ❑ Clean inside the vanity drawers and cabinet with a mild cleaner and cloth.
- ❑ Clean the outside cabinet and woodwork with dusting spray and a dry cloth or very mild cleaner.
- ❑ Completely clean the toilet bowl, tank and base with disinfectant cleaners.
- ❑ Clean the tub/shower, faucets, counter top, towel bars, toilet paper holder, and sink being sure to remove all soap residue, mineral deposits, and water stains. It is much easier to do several easy cycles of scrubbing bubbles spray on a tub, letting the chemical work longer, than it is to spray once and scrub really hard.
- ❑ Clean the mirrors with glass cleaner.
- ❑ Sweep and then mop the floors with disinfectant cleaner.

General

- ❑ Remove all nails, pins, or other objects from the walls.
- ❑ Use lightweight spackle to fill any holes smaller than 1/8" diameter. Gently go over the holes with a cloth or sponge to remove excess Spackle.
- ❑ Clean all woodwork, trim and doors. Use dusting spray on the cloth only, when cleaning all the trim and doors. Don't spray it on walls.

- ❑ Clean all walls with a very mild solution of general purpose cleaner and water (follow label directions).
- ❑ Please note: Poorly cleaned walls with lots of poorly repaired nail holes are much more expensive to you than very clean walls with a few small nail holes to touch up.
- ❑ If the walls are clean and the rest of your apartment has no cleaning charges, we touchup paint for ½ hour without charge. We do not provide paint or paint codes to residents because our staff is trained specifically for our painting requirements.
- ❑ Dust and sweep furnace closet and cold air return grill.
- ❑ Clear slow or clogged drains. Foaming drain cleaners work best on tub drains.
- ❑ Windows take a long time. We'll be looking for a clean glass, frame, sliding track and/or jamb, and sills. Regular sliding windows (not sliding patio doors) can be unlocked and lifted out of the track to be cleaned easier. Then you can remove the screen to reach the outside of the window as much as safely possible. Gently clean the screen on both sides with a damp cloth.
- ❑ Blinds must be cleaned carefully, use a damp cloth to wipe each slat. Using a Swifer-type product first will make this go much faster.
- ❑ All light fixtures inside and outside must be taken down and cleaned – free of dust and bugs. Replace any burnt out bulbs while they dry.
- ❑ If your apartment has ceiling fans they must be cleaned regardless of height. If you do not own a ladder, you may stop in the Haverkamp office and we will provide you with one.
Please bring an ID to check out a ladder.

Cleaning Guidelines cont.

- ❑ All light bulbs, including the refrigerator, must be functioning at checkout.
- ❑ *All burnt out light bulbs must be replaced in the apartment. Haverkamp will provide you light bulbs free of charge prior to move out. Please stop in our office to pick up light bulbs or to borrow a ladder. Each burnt out light bulb found during inspection will result in a \$5 charge deduction from the security deposit.*
- ❑ Smoke detectors and batteries must be in place and functional at checkout.

Vinyl & Laminate Flooring: Kitchens, Entryways and Bathrooms

- ❑ Sweep all vinyl flooring, then mop with a disinfectant solution. Most shoe marks can be removed with Magic Eraser, Brasso or nail polish remover. Do not use abrasive cleaners because they can damage the protective layer of the flooring.
- ❑ Laminate wood floors are cleaned similarly to other hard surfaces. Be more careful to wring excess water out.

Carpet

- ❑ ***A receipt for a carpet cleaning machine rented out by you will not be accepted. It must be performed by a professional carpet cleaning company.***
- ❑ Those residents not taking advantage of the early move-out carpet cleaning incentive are required to have carpets professionally cleaned, as stated in the lease. Sorry, no Rug Doctors or other small machines are allowed.
- ❑ Call your carpet professional early for an appointment to happen at the end of your cleaning process. Some suggested cleaners are:
 - Pro Cleaning 232-9035
 - The Great Clean Machine 370-2214
 - Steamway 232-8938
 - See Yellow Pages for more listings
 - **Heaven's Best is NOT an approved cleaner**
- ❑ Vacuum all of the carpet carefully, especially along baseboards and behind doors, prior to the professional carpet cleaning.
- ❑ Please have the receipt, to prove payment for carpet cleaning, available for the check-out inspector. However, a receipt does not excuse un-removed stains or poor cleaning. We require a good, professional cleaning.

Sample Checkout Inspection Form

Tenant Name:	
Unit Bldg & #:	
# of BR:	# of BA:
Lease Ending:	
Forwarding Address:	
Insp. Name:	
√out date:	
√out time:	
Not Ready for Checkout	50
Disconnected Utility	25
Late Key at √out	10
Garage sweep	20
Opener	30
Carpet Cleaning \$0.33/sf	
Pet odors? Y or N	
Smoke odors? Y or N	
Other:	

Kitchen	Clean	Paint	Repair/ Replace
Walls	35	125	
Wood trim	20		
Floor	30		
Window / Blinds	30		
L.Fixtures / Bulbs	5		5
Closets / shelves	10		
Fire Extinguisher			25
Sink, Slow / Clog	10		15
In Oven / Under	30		
Stovetop / Hood	20		
Burner Pans	20		
Refrigerator	50		
Under Fridge	20		
DW jamb / Front	10		
Cabinets Inside	20		
Cabinet Out / Top	40		
Counter Tops	20		
Other			

Common/Living	Clean	Paint	Repair/ Replace
Walls	40	125	
Wood trim	15		
Floor Vacuum	10		
Window / Blinds	45		
Light Fixture	5		20
Ceiling Fan / Bulbs	15		5
Front Door/jamb	5		
Closets, shelves	10	25	
Smoke Al. Batt.			5
Missing smoke al.			20
Utility Closet	5		
Laundry Area	15		
Other			

Bedroom 1	Clean	Paint	Repair/ Replace
Walls	40	125	
Wood trim	15		
Floor Vacuum	10		
Window / Blinds	45		
Light Fixture	5		20
Ceiling Fan / Bulbs	15		5
Closets, shelves	10	25	
Smoke Al. Batt.			5
Missing smoke al.			20
Other			

Bathroom 1	Clean	Paint	Repair/ Replace
Walls	30	75	
Wood trim	10		
Floor	20		
Light Fixtures	5		20
Vent Fan / Bulbs	10		5
Shower / Tub / Drain	25		15
Toilet, seat	15		15
Sink and Mirror	15		
Cabinet in/out	20		
Twl bars, tp hldr	5		20
Other			

Bedroom 2	Clean	Paint	Repair/ Replace
Walls	40	125	
Wood trim	15		
Floor Vacuum	10		
Window / Blinds	45		
Light Fixture	5		20
Ceiling Fan / Bulbs	15		5
Closets, shelves	10	25	
Smoke Al. Batt.			5
Missing smoke al.			20
Other			

Bathroom 2	Clean	Paint	Repair/ Replace
Walls	30	75	
Wood trim	10		
Floor	20		
Light Fixtures	5		20
Vent Fan / Bulbs	10		5
Shower / Tub / Drain	25		15
Toilet, seat	15		15
Sink and Mirror	15		
Cabinet in/out	20		
Twl bars, tp hldr	5		20
Other			

Pre-printed amounts in the left side of each column suggest a typical fee if cleaning, paint or repair is needed. Handwritten amounts are fees for what the inspector actually observed in this apartment.

Bedroom 3	Clean	Paint	Repair/ Replace
Walls	40	125	
Wood trim	15		
Floor Vacuum	10		
Window / Blinds	45		
Light Fixture	5		20
Ceiling Fan / Bulbs	15		5
Closets, shelves	10	25	
Smoke Al. Batt.			5
Missing smoke al.			20
Other			

Bathroom 3	Clean	Paint	Repair/ Replace
Walls	30	75	
Wood trim	10		
Floor	20		
Light Fixtures	5		20
Vent Fan / Bulbs	10		5
Shower / Tub / Drain	25		15
Toilet, seat	15		15
Sink and Mirror	15		
Cabinet in/out	20		
Twl bars, tp hldr	5		20
Other			

Bedroom 4	Clean	Paint	Repair/ Replace
Walls	40	125	
Wood trim	15		
Floor Vacuum	10		
Window / Blinds	45		
Light Fixture	5		20
Ceiling Fan / Bulbs	15		5
Closets, shelves	10	25	
Smoke Al. Batt.			5
Missing smoke al.			20
Other			

Bedroom 5	Clean	Paint	Repair/ Replace
Walls	40	125	
Wood trim	15		
Floor Vacuum	10		
Window / Blinds	45		
Light Fixture	5		20
Ceiling Fan / Bulbs	15		5
Closets, shelves	10	25	
Smoke Al. Batt.			5
Missing smoke al.			20
Other			

Separate Major Damages List, if any: _____

Plus fees from this page: _____

Equals Checkout Total: _____

TEAR OFF, COMPLETE AND GIVE THIS PAGE TO THE CHECK-OUT INSPECTOR

Please fill out the following information and give this page to the inspector at your checkout appointment. Forwarding address information must be received in order to process and send any deposit refund. Thank you again for renting from Haverkamp Properties.

Forwarding Addresses for Building # _____ Apt # _____

Name: _____
Address: _____
City-State-Zip: _____
Phone: _____
E-mail: _____

Name: _____
Address: _____
City-State-Zip: _____
Phone: _____
E-mail: _____

Name: _____
Address: _____
City-State-Zip: _____
Phone: _____
E-mail: _____

Name: _____
Address: _____
City-State-Zip: _____
Phone: _____
E-mail: _____

Deposit Returns

The apartment must be restored to the best condition possible and thoroughly cleaned, according to the cleaning checklist, to receive the maximum deposit refund. Charges are deducted from the deposit if any point is skipped or poorly done. Any unpaid fines or outstanding rent are also deducted from the security deposit. The Renter’s Inspection Form that should have been completed and turned in at the beginning of the lease will be used to prevent charges for previously existing damage only. Any remaining deposit is returned, via mail, thirty days after the lease expiration date (using the forwarding addresses provided). If no forwarding address is given, Haverkamp Properties will send the security deposit check to the last known address (the address you are moving out of).



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Important!

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CONTAINS:

- Move-out Appointment Times & Transfer Information
- Early Move-out Information
- Carpet Cleaning Information & Special
- Cleaning Guidelines
- Sample Checkout Form
- Forwarding Address Form

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