

## Moving out

### Get your deposit back

We know the last thing you want to do after an exhausting move from one property to the next is to clean your old property, and setting up your new home is just way more exciting. However, we do expect you to return your property to us in exactly the same way as it was received by you less normal wear and tear.

We very rarely if ever have anyone actually damage a property and if so typically these accidents are amicably resolved however unfortunately we do run into shortfalls in cleaning more often than we would like.

Please be assured **we want to give you back all of your deposit** without making any deductions because the fridge or the oven has not been cleaned to the gleaming condition as it was presented to you. It is far easier from our position if we find your property on move out to be in perfect condition and we can hand you a cheque straight away. If there are any areas missed then this requires us to estimate, organise, re-inspect, and pay invoices. Although we do not want to make any deductions from your deposit we also cannot have a property anything less than perfect for our new tenants and we will make all deductions as required.

#### Cleaning check list

##### ■ Carpets

Carpets must be cleaned by a professional company. A list of service providers can be found at the bottom of this document. If a receipt from a professional company can not be produced on move out inspection, you will be charged for this service. We do not consider hiring a rug doctor to be adequate.

##### ■ Fridge

Remove all shelves and crispers, and clean in light soapy water, clean inside of fridge and freezer, replace all shelves and crispers, pull fridge out (if you have a hardwood floor in the kitchen please use appropriate sliders to prevent damaging the floor) clean the sides, top and back, clean the floor where the fridge usually sits, unplug the appliance and leave doors open.

##### ■ Oven

Remove all elements and drip trays if applicable from stove top. Clean all drip trays, clean and polish stove top, vac out any debris from under where drip trays would sit, remove all control knobs and clean, clean control panel. Remove metal grills (shelves) from oven Allow oven to do self clean cycle wipe out once finished. Remove bottom draw, clean and replace. Pull out oven clean all sides and the floor where the appliance usually sits. (If your kitchen has a hardwood floor make sure to use appropriate sliders to prevent damage to flooring.)



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### ■ Kitchen

Cupboards and Drawers, Remove all food/debris particles from all surfaces, put your vac to use it makes light work of cleaning out draws and hard to get to places. Wash and rinse all shelves and drawers Clean all cabinet doors and drawer fronts inside and outside.

Dishwasher Clean inside and outside, including door edges paying close attention to the seal. Clean out the catch tray.

Light Fixtures. Remove all fixtures, clean, replace burnt out bulbs, and put fixtures back in place. Wash and rinse Work areas and under sink. Clean under sink, making sure it is debris and grease free. Clean and polish countertops and sink

### ■ Bathroom

Before you start anything get your vac in there and remove all the hair possible, it saves you chasing that single hair around the sink or bath 20 times before it goes down the drain. Remove soap scum and stains from tub, tub fixtures and shower rod. Clean and shine wall tile around tub areas. Scour sink and soap holder. Clean vanity cabinet inside and out, including doors. Clean inside and outside of medicine cabinet and cabinet door (including mirror) Disinfect, scrub and remove stains from inside and outside of toilet, don't forget to get down on your hands and knees and clean behind the back of the toilet, if you 'miss it' it will be expensive. Clean linen closet/shelves and both sides of door. Remove light fixture(s), clean, replace burnt out bulbs and put back in place. Scrub and mop bathroom floor, making sure to remove all dirt.

Drains. Do your best to clear out all drains, if your tub is slow to drain because you have not used a catch net we can fix it easy so please don't pour 'drano' down it as it will take us way longer to fix it. We don't however clear your hair out of a drain for free.

### ■ Bedroom / living room/ dining room / hallways

Clean windowsills, frames, tracks, casing, and glass. Clean closet shelves, rods, tracks, casing, and both sides of doors. Clean both sides of all doors including casings. Remove light fixtures, clean, replace burnt out bulbs, and replace light fixtures Vacuum all carpets. Wash all baseboards. Scrub and mop all vinyl or tiled areas. Clean all blinds.

### ■ Fireplaces or wood burning stoves.

If you have used your wood burning fireplace or stove, you will be asked to provide proof of professional cleaning. End of the previous season will be appropriate, not essential to have at time of move out.

### ■ Patching and painting

It will be less expensive for you if you ask us to take care of any patching and painting that may be required, if you have installed a flat screen TV mount for example, rather than having us go in after you have "TRIED" to patch and paint yourself. Most touch up painting is considered normal wear and tear and is not charged to the tenant, so do yourself a favor and please don't attempt to patch and paint.



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■ **Keys and utility accounts**

Most cable and internet providers require some notification period before cancelling a service so make sure you are ahead of the game and give them ample notice. Please cancel all utility providers such as BC Hydro for the day your tenancy terminates as per your tenancy agreement.

You will be required to return all keys and remotes provided to you on move in. Loss of unit keys will be charged at \$10/key. Garage door remotes, pool keys etc will be charged at replacement cost.

Carpet Cleaning company's  
Rainbow international 250-342-0090  
Ptarmigan 250-341-0912  
Odyssey 250-342-1158  
Heavens Best 250-688-0213