



200 Stanton Ave. Suite 101
Ames, IA 50014
(515) 598-9000
(515) 598-9500 Fax
www.isucampustown.com

We would like to thank you for your patronage, and we hope you have enjoyed your stay with us. This packet is designed to give you more information about move out and supply the details needed to ensure your apartment is ready to go by July 30th at 8:00 a.m.

Walk through inspections: Should you choose to, we will inspect your apartment in your presence before the end of your lease term. The primary intention of this walk through inspection is for you to have an understanding of any deductions from your security deposit. This inspection will be final and all cleaning needs to be done prior to your scheduled appointment.

- To schedule appointments call the office at 515.598.9000.
- Inspections must be scheduled at least 24 hours in advance.
- Inspections are only done during business hours and are not offered after Friday, July 22rd.
- Your apartment or house **must** be cleaned, vacant, and ready for inspection. All keys must be turned in at the time of inspection.
- We only inspect an apartment or house one time. As this will be the final inspection, all cleaning must be done prior to the inspection. Please read the enclosed instructions on cleaning.
- The inspection will take about 15 minutes and are scheduled twenty minutes on the hour. (i.e. 10:00, 10:20, 10:40, etc.)

Forwarding Address and Key Returns:

- Please write your apartment number and address on an envelope and put your keys and the enclosed forwarding address form inside. Be sure to securely seal the envelope.
- If you depart when the office is not open, place the envelope in the “rent deposit slot” to the right of all the mailboxes located on the first floor 200 Stanton Ave lobby (Cyclone Plaza).

- If we do not receive all of the original keys issued to you, apartment locks will be changed and deducted from the security deposit. We do not accept duplicated keys for security reasons.

Security Deposit Refunds:

- Your final account and security deposit statement will be mailed to the designated liaison on August 29th. In most cases, your security deposit check will be enclosed.
- If we are waiting on a damage or cleaning invoice from a third party, we will include written estimates of such pending invoices with your final account statement.
- If you have questions or concerns about your final accounting and security deposit refund you must contact us in writing. These issues will not be discussed via telephone or email.

Utilities and Mail:

- If you pay for your own gas service, call Alliant Energy to have your service disconnected for the date of your lease expiration or move out date. The customer service number for Alliant Energy is 1-800-255-4268.
- Additionally, our cable and internet providers information is provided below if you have set up service in your house or apartment:
 - Mediacom's number is 1-800-332-0245 and their address is 225 S Dayton Ave. in Ames.
 - ICS's number is 515-232-4453 and their address is 235 Alexander Ave. in Ames.
- Electric and water services will automatically be transferred into the names of the new incoming tenants by the Campustown staff.
- Inform your creditors and friends of your new address! We can not forward mail that has not been properly attended to. **You can change your mailing address online at <https://moversguide.usps.com> or pick up and fill out a change of address form at the post office located at 210 Welch Ave of Ames.**

Independent Cleaning Services:

If you plan to use an outside service we advise you to make the arrangements with them as soon as possible. Please make sure they get a copy of the attached cleaning guidelines. Campustown Property Management recommends the following independent service:

- **Stella's Home Cleaning**
Stella Stockman
515.865.1183

Carpet Cleaning:

Having your carpets professionally cleaned is required per your lease. Most tenants choose to have our carpet cleaning company clean their carpets and have the fees deducted from their security deposit; the prices our carpet cleaner charges are attached to this packet. **You do not need to schedule carpet cleaning if you choose to go with our company.** If we do not receive a receipt from an outside company, Campustown will arrange to clean your carpets after your departure.

If you plan to use an outside professional carpet cleaning service, then a copy of the receipt must be turned in with your keys upon checking out no later than 8:00 am on July 30th. If the receipt is not received by 8:00 am, Campustown will have our carpet company clean your 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.

Cleaning Highlights:

Please allow enough time to properly clean your apartment. We use a standardized inspection procedure, which is attached. It is a great checklist and guideline as you clean your apartment. The attached document is what we use for departure inspections.

Here are some recommended cleaning supplies:

- Vacuum (available to borrow from office)
- Lysol
- Scrubbing sponges
- Paper towels
- Oven cleaner
- Cleaning bucket
- Magic eraser sponges
- Bathroom tile mildew and soap scum cleaner
- White cotton towels
- Light bulbs (available in office)
- Clorox
- Mop
- Rubber gloves
- Broom
- Dust pan
- Toilet brush
- General purpose cleaner (Top Job/Pine Sol)
- Glass Cleaner



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- **Trash, Furniture, and Appliance Removal:**

- Large bags of trash, furniture, and appliances must be taken to dumpsters located on the exterior of the buildings. Each bag of trash or large item left behind in apartments, common areas, and trash chute rooms will result in a \$25 charge deducted from the security deposit.
- Extra roll off dumpsters will be available in the following locations
 - Behind the 127 Stanton building (White house next to Legacy Tower)
 - The north entrance of the 300 Stanton building
 - The entrance of the 225 Stanton parking lot
- Do not wait until the last day to take out garbage as dumpsters will fill fast

- **Refrigerator:**

- Pull out the fridge and clean under and behind it
- The door seals must be peeled open and cleaned.
- The ventilation grill on the bottom is often missed.
- The refrigerator interior must be completely disassembled to do a good job.
- The exterior top of the refrigerator must be cleaned.
- *Always prop the door to the refrigerator open and unplug the refrigerator. If you leave the door shut and the power is shut off we will have to re-clean the refrigerator, and it may result in the refrigerator being ruined.*

- **Oven and Stove Top:**

- **Do not attempt to clean the drip pans, Campustown will replace them for a \$4 charge if they do not look brand new.**
- Pull out the stove and clean behind and under it.
- You must raise the stovetop and clean the area under the burners.
- The broiler drawer should be removed to allow you to properly clean it and the space it occupies.
- When using oven cleaner, your efforts will be made easier if you allow the cleaner to work overnight or on a *warm*, not hot, oven. You must rinse the oven interior extensively with clean water to remove oven cleaner residual. We recommend paper towels for the first oven cleaner wipe out followed by a scrubbing sponge and finally a conventional sponge with frequently changed rinse water. You must get the oven cleaner residual out of the oven. It will look clean when wet but will dry with a film if you do not rinse adequately.

- **Kitchen Cabinets:**

- Cabinets should be cleaned inside and out with a grease effective soap. If exposed don't forget the top of the cabinets; they accumulate a lot of dirt and grease.
- Clean the tops of cabinets
- Any contact paper you may have installed in the cabinets and any residual adhesive should be removed.

- **Floors:**

- All carpeted floor must be vacuumed. If you do not own a vacuum, you may stop in the Campustown office and we will provide you with one. Please bring an ID to check out a vacuum.
- All linoleum, tile, and concrete floors must be thoroughly scrubbed and mopped of all dirt, dust, marks, and stains. Make sure to clean any grooves or tight corners where dirt and dust may have collected.

- **Ceiling fans:**

- If your apartment has ceiling fans they all must be cleaned regardless of height. If you do not own a ladder, you may stop in the Campustown office and we will provide you with one. Please bring an ID to check out a ladder.

- **Bathrooms:**

- If you have a ceramic wall tile surround in your shower, "Tilex" (or an equivalent) will remove any mold build up. If your shower is fiberglass, use only a mild abrasive cleaner such as "Lysol".
- Soap scum and mold on shower doors must be cleaned. A bathroom cleaning product especially intended for soap build up will be the most effective cleaners.
- To clean a toilet you should first clean the inside of the bowl with a toilet brush or a scrubbing sponge with soft scrub, comet, or toilet bowl cleaner. Then spray the entire toilet with a general purpose cleaner like 409. Then wipe off excessive hair, urine, etc. with toilet paper and flush it. Now you can use a scrubbing sponge with comet or soft scrub on the same exterior area without contaminating your sponge. I know it is more than you wanted to know about cleaning a toilet but it is a good technique.
- Please spend ample time on the, mirror or medicine cabinet, and bathroom vanity. Use glass cleaner after they are clean.

- **Bedrooms:**

- Ensure all windows and screens have been cleaned as well as any shelf areas that may have collected any dust.
- Remove any nails, hooks, or screws that may have inserted into the walls.

- **Miscellaneous:**

- All the venetian blinds and vertical blinds should be cleaned with warm soapy water.
- When you vacuum, you must move furniture so that you vacuum the entire floor area.
- Be sure to clean dust off all light fixtures, ceiling fans, vents, and general surfaces.
- If your walls and baseboards are soiled, they should be washed with a magic eraser or a very weak solution of “Top Job” (or an equivalent). Do not use colored sponges or colored towels as they will discolor the walls.
- Vinyl flooring and ceramic tile are best cleaned using a hand scrubbing sponge and a dry towel or rag instead of a mop.
- **All burnt out light bulbs must be replaced in the apartment. Campustown 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 deducted from the security deposit.**

Tenant Damages:

- Do not repair walls yourself. You will not be charged for small nail holes and screw holes. Tape and adhesive fasteners are prohibited by your lease and you may be charged if excessive damage has been caused by their use.
- We will perform “touch up” painting resulting from normal wear and tear to the walls at no charge to you. This includes nail holes and small repairs. However, you will be charged the rate called for in your lease for repainting due to extraordinary wear and tear to the walls.

Inspector: _____ Date: _____

Building:

Apt #

Description of Condition	Hours	\$ Amount
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Kitchen Refrigerator

Clean or not applicable.	0	0
Door seals dirty, exterior clean, interior required light cleaning.	0.5	\$15.00
Door seals dirty, needed to be completely disassembled to cleaned, exterior dirty, compressor grill cover dirty.	1	\$30.00
Door seals dirty, needed to be completely disassembled to cleaned, exterior dirty, compressor grill cover dirty, interior had caked on food and mold, refrigerator possibly	1.5	\$45.00
Replace fridge due to rotting food or excessive damage	Y	N

Kitchen Stove Top

Clean or not applicable.	0	0
Stove top was clean but tenant did not clean the compartment underneath the reflector pans that area had food debris and grease.	0.25	\$7.50
Stove top was dirty and the tenant did not clean the compartment underneath the reflector pans that area had food debris and grease.	0.75	\$22.50
Stove top was very dirty with caked on food and the tenant did not clean the compartment underneath the reflector pans that area had food debris and grease.	1	\$30.00

Kitchen number of drip pans that need to be replaced

Indicate number of drip pans replaced	0	\$0.00
	1	\$4.00
	2	\$8.00
	3	\$12.00
	4	\$16.00

Kitchen Oven

Clean or not applicable.	0	0
Oven was dirty but oven racks did not have baked on food. Tenant was not thorough with cleaning there was oven cleaner residual in oven.	0.5	\$15.00
Oven was dirty but oven racks did not have baked on food. Tenant made no attempt to clean but had not used oven extensively.	1.5	\$45.00
Oven was filthy, the oven racks had have baked on food and grease. Tenant made no attempt to clean and the oven had been used extensively. Oven racks and broiler pan had to be cleaned with razor blades and abrasive cleaning pads. Oven blackened from excessive burnt grease.	2.25	\$67.50

Kitchen Range Hood

Clean or not applicable.	0	0
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Dirty. Filter needed to be degreased.	0.5	\$15.00
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Kitchen Dishwasher

Clean or not applicable.	0	0
Door seals dirty, exterior clean, interior required light cleaning.	0.5	\$15.00
Dishwasher exterior is filthy. Door seals were not cleaned. Items were left in dishwasher. Food debris left in bottom of dishwasher.	1	\$30.00

Kitchen Sink and Counters

Clean or not applicable.	0	0
Sink needs to be scoured	0.25	\$7.50
Sink and counter need to be scoured	0.5	\$15.00

Kitchen Cabinets

Clean or not applicable.	0	0
Exterior and tops of cabinets satisfactory but tenant made no attempt to clean interiors.	1	\$30.00
Interior as well as exterior and tops of cabinets were dirty. Tenant made no attempt to clean cabinets or drawers whatsoever.	1.5	\$45.00

Kitchen Floor and Baseboards

Clean or not applicable.	0	0
Dirty no attempt at cleaning by tenant. Hand washed.	0.5	\$15.00
Filthy! Excessive debris on baseboards, refrigerator had to be pulled out to allow for cleaning of excessive debris.	1	\$30.00

Kitchen Walls

Clean or not applicable.	0	0
Dirty no attempt at cleaning by tenant. Hand washed.	0.5	\$15.00
Filthy! Excessive debris and/or grease on walls in kitchen.	Paint?	Y N

Kitchen Windows

Clean or not applicable.	0	0
Dirty, no attempt to clean by tenant. Windows must be cleaned inside and outside.	1	\$30.00

Kitchen: Light fixtures

Clean or not applicable.	0	0
Fixture cover is covered in dust, no attempt to be cleaned by tenant.	0.25	\$7.50

Kitchen Checklist

Linoleum: Indicate number of stains	
Smoke detector: Attached	
Light bulb(s): Indicate number replaced	
Trash: Indicate number of loads removed	

Living Room Walls

Clean or not applicable.	0	0
Dirty no attempt at cleaning by tenant. Hand washed.	0.5	\$15.00
Excessive scuffs, marks, and dirt. Hand washed.	1	\$30.00
Filthy! Hand washing will not not remove all scuffs, marks, and dirt.	Paint?	Y N

Living Room Floor and Baseboards

Clean or not applicable.	0	0
Tenant did not move bed or furniture and vacuum underneath them.	0.25	\$7.50
Tenant did not attempt to vacuum floor or clean baseboards. Debris all over the floor.	0.5	\$15.00

Living Room Ceiling Fan (Ladders are available to borrow in the Campustown office)

Clean or not applicable.	0	0
Tenant did not clean.	0.5	\$15.00

Living Room Window Blinds

Clean or not applicable.	0	0
Tenant did not clean.	1	\$30.00

Living Room Windows

Clean or not applicable.	0	0
Dirty no attempt at cleaning by tenant. Windows must be cleaned inside and outside.	1	\$30.00

Living Room Furnace vents

Clean or not applicable.	0	0
Tenant did not clean air return vent	0.5	\$7.50

Living Room: Light fixtures

Clean or not applicable.	0	0
Fixture cover is covered in dust, no attempt to be cleaned by tenant.	0.25	\$7.50

Balcony

Clean or not applicable.	0	0
Debris and personal property abandoned by tenant	0.5	\$15.00
Grease and dirt from BBQ grill on walls and deck.	1	\$30.00
Excessive dirt and grease on walls, floor, and ceiling. Debris and personal property abandoned.	1.5	\$45.00

Living Room and Balcony Checklist

Balcony damaged: Heat distortion and or other damage	Y	N
Smoke detector: Attached	Y	N
Carpet stained: Indicate number of stains		
Light bulb(s): Indicate number replaced		
Trash: Indicate number of loads removed		

Bathroom: Walls

Clean or not applicable.	0	0
Dirty no attempt at cleaning by tenant. Hand washed.	0.5	\$15.00
Filthy! Excessive marks and scuffs.	Paint?	Y N

Bathroom: Tub / Shower

Clean or not applicable.	0	0
Bath tub or shower stall and surround walls dirty but no excessive mildew or soap	0.75	\$22.50

residual build up.		
Bath tub or shower stall and surround walls dirty with excessive mildew and/or soap residual build up.	1.25	\$37.50
Bath tub or shower stall and surround walls dirty with excessive mildew and/or soap residual build up. Tub was black and had not been routinely cleaned.	1.75	\$52.50

Bathroom: Shower Doors

Clean or not applicable.	0	0
Shower had soap residual and/or mildew build up.	0.5	\$15.00
Shower had excessive soap residual and/or mildew build up. Doors had to be removed to be properly cleaned.	1	\$30.00

Bathroom: Toilet

Clean or not applicable.	0	0
Exterior of water closet cleaned but bowl was dirty.	0.25	\$7.50
Exterior of water closet dirty and bowl was not cleaned.	0.5	\$15.00

Bathroom: Mirror / Cabinet

Clean or not applicable.	0	0
Was not cleaned.	0.25	\$7.50

Bathroom: Vanity / Sink

Clean or not applicable.	0	0
Sink Basin clean but vanity drawers not washed.	0.25	\$7.50
Sink Basin and vanity drawers are filthy. No attempt by tenant at washing.	0.5	\$15.00

Bathroom: Bath Floor and Baseboards

Clean or not applicable.	0	0
Tenant did not wash all areas of the floor	0.25	\$7.50
Tenant did not attempt to wash floor or clean baseboards. Dirt all over the floor.	0.5	\$15.00

Bathroom: Light fixtures

Clean or not applicable.	0	0
Fixture cover is covered in dust, no attempt to be cleaned by tenant.	0.25	\$7.50

Bathroom: Checklist

Linoleum: Indicate number of stains	
Light bulb(s): Indicate number replaced	
Trash: Indicate number of loads removed	

Bedroom: Walls

Clean or not applicable.	0	0
Walls dirty around heavy use areas tenant did not clean.	0.5	\$15.00
Filthy! Dirty around heavy use areas and very dirty around bed head board.	Paint?	Y N

Bedroom: Floor and Baseboards

Clean or not applicable.	0	0
Tenant did not move bed or furniture and vacuum underneath them.	0.25	\$7.50
Tenant did not attempt to vacuum or clean baseboards. Debris all over the floor.	0.5	\$15.00

Bedroom: Ceiling Fan (Ladders are available to borrow in the Campustown office)

Clean or not applicable.	0	0
Tenant did not clean.	0.25	\$7.50

Bedroom: Window Blinds

Clean or not applicable.	0	0
Tenant did not clean.	0.5	\$15.00

Bedroom: Windows

Clean or not applicable.	0	0
Dirty no attempt at cleaning by tenant. Windows must be cleaned inside and outside.	1	\$30.00

Bedroom: Light fixtures

Clean or not applicable.	0	0
Fixture cover is covered in dust, no attempt to be cleaned by tenant.	0.25	\$7.50

Bedroom: Checklist

Smoke detector: Attached	Y	N
Carpet stained: Indicate number of stains		
Light bulb(s): Indicate number replaced		
Trash: Indicate number of loads removed		

Please complete and return the following Deposit Refund information if the lease liaison would prefer to have the refund sent to a different address other than the one in the lease. **Only the address can be changed, not the name of the liaison designated to receive the refund.**

Building Address _____ Apt. _____

Name: _____

Cell phone number: _____ Email address: _____

Permanent address where you would like the deposit to be mailed:

Street _____

City: _____ State: _____ Zip: _____