

## Cleaning & Move-Out Safety

Our resident's safety is always first in our minds, please pay attention to the following guidelines to help ensure a safe and injury free move:

- Lift with you legs by bending at the knees to reach objects, avoid lifting with your back.
- Carefully stack boxes.
- Carefully read and follow warning labels and instructions for use of all cleaning products. Do not mix cleaners without consulting this information first.
- Wear clothing that protects your skin, close toed shoes, gloves, safety glasses, and vapor/dust masks as appropriate for each task and as recommended for the proper use of each individual product.

## Normal Wear & Tear

Residents are responsible for damage to their home or to equipment and furnishings caused by the abuse or negligence of family members and guests. Normal wear and tear is the amount of deterioration which occurs in the normal use of homes, as such it is anticipated and acceptable. Homes should be used as intended, avoiding any negligence, carelessness, accident or abuse of the premises by the occupant, members of the household, their pets or guests. For example, small nail holes are expected, large holes are not.

For a list of common damage costs, including damage caused by pets, please visit the Departing Residents section of our website.

## Trash Removal & Hazardous Material Disposal

Bulk refuse such as furniture, appliances, rugs, swing sets, etc are picked up weekly. Items should be set out the night before your scheduled collection day.

To dispose of bulk materials at any time other than the scheduled weekly collection, items must be brought to the Fort Hood Landfill during business hours (0730-1600). You must provide proof of Fort Hood residency to place items in the landfill. Bulk materials that will not be collected or accepted for landfill disposal include items containing refrigerants, batteries, tires, or hazardous materials. All fuel and oil must be removed from small engines prior to disposal. Residents can bring their hazardous waste to Fort Hood Classification Unit located in Building 1348 at the corner of North Ave. and 37th Street.

Bulk cardboard (and untreated lumber no greater than 3 feet in length) will be picked up on your regular recycle collection day. Please break down all boxes and place all packing paper in bags, or in boxes. Do not place trash inside cardboard boxes.

Thank you for choosing to reside at Fort Hood Family Housing, a Lend Lease Community. We thank you for your service, we wish you well, and hope to serve you again. The contact information for all other Lend Lease communities, and the military housing communities near your next destination can be found at:

[www.MilitaryHomesToday.com](http://www.MilitaryHomesToday.com)



# MOVE-OUT GUIDE

## Expectations & Process



### Move-Out Basics

We have designed a simple move-out process for our military families that reduces the stress of the experience. When a home is cleaned regularly, it should only require a wipe down, sweep and vacuum at move-out. We expect that you leave your home clean throughout (including the kitchen, bathrooms, yard and garage).

### Move-Out Process

- Our lease requires a written 30 day notice unless orders are dated with less than 30 days to the departure date
- Attend a Move-Out information session
- Our staff will work with you to schedule a move-out date
- Final inspection

### Move-Out Notice

Residents must provide at least 30 days written notice, on the form available at the community center. Residents are encouraged to provide notice as soon as they begin planning to move. As soon as you anticipate a move, even if you don't yet have your orders, we highly encourage you to provide written notice. If a service member is not able to provide the written notice to vacate, the spouse must provide a power of attorney.

### Move-Out Information Sessions

When providing notice to vacate, residents will be assisted in determining a move out date and Final Inspection appointment. Residents are encouraged to attend a Move-Out Information Session to learn about the process and expectations. Sessions are conducted at your Community Office on the following days and times:

#### Thursdays at 3pm:

Comanche III; Pershing & Venable

**Fridays at 11am:** Neighborhood Community Center; Kouma & Montague; Comanche I & II

## WE WILL HELP!

Please contact your community center for answers to any questions that may arise during your transition.

We also offer self help items provided for assistance at move out. Residents can sign out items from Lawn & Garden Shop like carpet cleaners, lawn mowers, blowers, buffers, rakes, shovels, filters, stoppers and a host of other items to use and assist them in the move out process free of charge.



[www.forthoodfh.com](http://www.forthoodfh.com)



MOVE OUT SESSION

DATE: TIME:

CC:

FINAL INSPECTION

DATE:

TIME:

# Clean Sweep Policy

Fort Hood Family Housing (FHFH) has a "Clean Sweep" policy for all residents departing Fort Hood. The policy is designed to limit the stress associated with the "Move Out" process. You will find that it is not necessary to hire a professional cleaner to achieve the level of cleanliness considered acceptable for move out if you have maintained the cleanliness of your home during your residency. The following tools are available to assist you in the process.

- Move Out Clean Sweep Checklist
- Move Out Information Session

This condition implies that a home has been regularly cleaned and maintained during occupancy and left clean upon move out. A properly maintained home should only require a simple wipe down and sweep/ vacuum at move out to deliver to a Clean Sweep condition. It is important to remember that damages to the home are separate from the Clean Sweep. A damage cost sheet outlining estimated costs for damages and excessive cleaning beyond normal wear and tear is available in the Policy Document.

**The standards listed below are intended to be a guide.**

It is not an absolute definition as wear and tear plays a factor in the determination of acceptability. Note that these parameters do not include damages or excessive cleaning charges to the home. You are encouraged to communicate any questions or concerns with the community office prior to your move out.

## Guidelines for the Clean Sweep

This condition implies that a home has been regularly cleaned and maintained during occupancy and left clean upon move out. A properly maintained home should only require a simple wipe down and sweep/ vacuum at move out to deliver to a Clean Sweep condition. It is important to remember that damages to the home are separate from the Clean Sweep. A damage cost sheet outlining estimated costs for damages and excessive cleaning beyond normal wear and tear is attached.

**The standards listed below are intended to be a guide.** It is not an absolute definition as wear and tear plays a factor in the determination of acceptability. Note that these parameters do not include damages or excessive cleaning charges to the home.

### ○ GENERAL

- Remove all personal items and trash from the home, storage area(s), garage or carport, and yard.
- Wall paint color should be an approved FHFH color.
- Vacuum or sweep all floors / carpet surfaces. (Spots or stains on floor/ carpet will be assessed as damages).
- Empty, rinse out, and wipe down each Refuse/ Recycle bin; place in garage or storage area.

### ○ KITCHEN

- Wipe down all kitchen surfaces.
- Empty and wipe down inside and out of Refrigerator.
- Wipe down Range hood, stovetop, oven, drip/broiler pans, oven racks.
- Wipe down Dishwasher inside/ outside and free of debris.

### ○ GARAGE/SHED/BALCONY

- Sweep Floors.
- ### ○ BATH
- Wipe down Bathroom surfaces.
  - Wipe down Tub/Shower/Sink/Fixtures.
  - Remove Shower curtains.
  - Brush inside Toilet bowl and wipe exterior.

### ○ LANDSCAPING

- Mow and edge back yard.
- Remove all animal feces from front/side/back yards.
- Remove all trash and debris, including cigarette butts.
- Damage to lawn due to pets or negligent care must be repaired and new established growth present at time of move out or be assessed as damages.
- Weed Flower/Shrub beds and replace mulch, if present at move in.
- Trim Shrubs to a height below the window sills



## Move-Out Inspection

We have taken pride in providing you the best Military Family community experience possible. Our commitment to your family began the day we walked through your residence with the previous tenants and ensured that they were passing on the keys of a well cared for home, to you. A fellow Service Member and their family will again have a home here, please share our pride in their new home with us.

## Final Inspection Process

At your final inspection, we will:

- Provide a complete list of damage or cleaning charges with assessments and repair estimates if applicable.
- Collect all outstanding debt including damage and cleaning charges (for Service Members separating from the military, rent for that month must be collected)
- Provide a final utility statement to be paid directly to third party vendor (if applicable)

## Post Move-Out

We may receive BAH for the portion of the month you did not reside in the home after move-out , because BAH is paid in full-month allotments at the end of each month. On the 5th of the following month, a check with any remaining BAH from the prior month will be mailed to the forwarding address provided.

Unpaid charges or uncollected money owed is subtracted from the remaining BAH. If you do not receive please contact your community center.

## Final Inspection Preparation Checklist

In advance of your final inspection, please complete the checklist below. These items may help you avoid confusion and unforeseen costs.

### ○ Personalization

Any home improvements that occurred during the residency (unless otherwise approved by management) must be reversed. The home must be returned in its original condition.

### ○ Painted walls

Any walls painted during occupancy must be primed and painted back to the original color and texture prior to move out, unless they are colors approved through the FHFH Paint Program. Residents may choose to do the work themselves or, for convenience, FHFH can provide the service for \$.75 per square foot.

### ○ Keys & Remote controls

House keys (two sets), mailbox keys, and garage opener remotes are required to be turned in at move-out. If residents have purchased additional sets of keys, they too are required to be turned in at move-out.

### ○ Mail forwarding

Check your mailbox and work with your post office to ensure your mail is forwarded.

### ○ Clear Lawn & Garden

Residents must stop by the Lawn & Garden Center to receive a form confirming the resident does not have lawn and garden equipment checked out.