

Cleaning & Move-Out Safety

Our residents' 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.

Thank you for choosing to reside at Soaring Heights, a Lendlease Community. We thank you for your service, we wish you well, and hope to serve you again. The contact information for all other Lendlease communities, and the military housing communities near your next destination can be found at:
www.MilitaryHomesToday.com

Trash & Hazardous Material Disposal

Davis-Monthan AFB - Bulk Trash pick-up occurs twice a year through the City of Tucson. Residents must make arrangements to dispose of bulk trash at other times throughout the year.

Holloman AFB - Bulk trash pick-up may be scheduled on your normal trash day prior to move out.

Small quantities of household cleaner is permitted in household trash.

- Paint must be left out to evaporate. Empty paint cans and dried paint can be disposed of in normal household trash.
- Empty propane tanks can be taken to any propane retailer.
- If you have additional questions please contact your Welcome Home Center.

Davis-Monthan AFB (520) 745-5024
Holloman AFB (575) 479-1175

WE WILL HELP!

The Self-Help Store located in the Welcome Home Center has several items that can help prepare your home for your Move-Out Assessment.

Check out the list of items found on our website under the Resident Resources page.

www.soaringheights.net



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 28 day notice
- 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 28 days written notice, on the form available at the Welcome Home 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, we will assist in determining a move-out date and final inspection appointment. Residents are encouraged to attend a Move-Out Information Session to learn about the move-out process and expectations. For your convenience, these sessions are offered twice each week, (one morning/one afternoon) at the Welcome Home Center.



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MOVE OUT SESSION

DATE:

TIME:

FINAL INSPECTION

DATE:

TIME:

Move-Out House Cleaning Checklist

Please complete the checklist below during your move-out.

○ Trash & Recycling Containers

All containers must be empty and cleaned. No trash is to be left inside or outside the home.

○ Floors

Floors should be swept and mopped removing all dirt, dust and surface contamination. Carpets should be vacuumed clean prior to the final move-out inspection. If carpet has excessive dirt or pet stains, an additional fee may be charged at move-out.

○ Walls, Ceilings & Doors

Walls, ceilings and doors should be free of dust, dirt, cobwebs and grease/food particles. Remove pen, pencil, crayon or other markings from surfaces. Remove all tape, tacks, borders or other items that were installed during occupancy. Ceiling hooks may be left in place. In most cases, nail holes do not need to be filled.

Holes larger than 1" x 1" are considered damage. If you received approval to paint wall(s) any color other than those on the approved SHC palette, you must repaint the wall(s) with two coats of primer. Please contact your Resident Services Coordinator for further guidance.

○ Window Coverings

There should be a screen in all windows. Blinds should be wiped down and functional.

○ Kitchen & Laundry

All surfaces must be clean and deodorized. All cabinets, countertops, shelves, sinks & faucets must be clean and wiped down.

○ Bathrooms

All surfaces must be clean and deodorized from dirt, soil and stains. All wash basins, showers, toilets, sinks, etc., must be clean and wiped down.

○ Appliances

Thoroughly clean the range/hood, dishwasher, refrigerator/freezer and microwave. The stove should include two racks and broiler pan. Clean to remove grease, food, mildew and dust. There should be a working light bulb in each fixture.

○ Garage, Patio, Balcony & Basement

Please sweep the patio, balcony, and garage areas, including driveways and sidewalks.

○ Home Exterior & Yard

Please remove all trash, animal feces and other debris from patios, storage areas, yards, garages. Private yards inside the fence must be mowed, weeded and edged. Repair and fill holes made in yards. Note: Removal of the satellite dish (if applicable) is the responsibility of the resident.

Move-Out Inspection

We pride ourselves in providing you the best military family community experience possible. During your Move-Out Inspection we will take care to help your family meet our move-out expectations. If at any point you need additional help or clarification, please contact your Resident Services Coordinator, they are here to help.

Final Inspection Process

At your final inspection, we will:

- Provide a list of damage or cleaning charges and, if applicable (for excess damage an additional damage assessment and repair estimate may be necessary)
- Collect all outstanding debt including damage and cleaning charges (for Service Members separating from the military, rent for that month must be collected)

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 not receive an expected BAH reimbursement, please contact the Welcome Home 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

If you received approval to paint wall(s) any color other than those on the approved SHC palette, you must repaint the wall(s) with two coats of primer. Please contact your Resident Services Coordinator for further guidance.

○ Cabinets

Please have all the cabinets and doors open to speed up the process.

○ Keys & Remote Controls

House keys, mailbox keys, and garage opener remotes that are provided at move-in 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.

