

## Cleaning Requirements

All broom swept standards listed below are based on you keeping a clean house during your residency. Tips on cleaning are listed in the Resident Guide. If you do maintain a clean house during your residency, you should only need to do the following activities when vacating your home. However, if you do not perform cleaning duties on a regular, frequent basis, then you may need to do more work in order to vacate without charge.

\*Please note that we do require you to vacuum your carpet and sweep and mop other floors as a minimum cleaning standard. However, if there are large stains, or if your carpet is significantly dirty, this is considered to be beyond normal wear and tear, and you will be charged for a professional cleaning. You will also be charged for any pet damages, soiling and/or enzyme treatment. For pet owners, three foggers cans must be supplied at move-out (DO NOT activate the foggers). **All** items marked below with an asterisk (\*) are **NOT** included in the Optional Cleaning Service.

### Entire Home:

- \*Vacuumed, swept and/or mopped
- Wipe down walls, windows, window sills, and window coverings
- Nails, screws and/or anchors may be left in the wall
- Touch up paint and filling in holes is not required
- All personal belongings and trash removed

### Bathrooms:

- \*All personal belongings and trash removed
- \*Floors swept and mopped
- Vanity and medicine cabinets wiped down (inside/out)
- Toilets cleaned

### Hallways/stairways:

- \*Vacuumed, swept and/or mopped
- All personal belongings and trash removed
- Wipe handrails

### Kitchen:

- \*Floors swept out and mopped
- Appliances cleaned & empty (refrigerator, dishwasher, stove, microwave)
- Oven racks, broiler pan, drip pan, and range hood filter cleaned
- Sink cleaned and empty
- Countertops wiped down
- Cabinets empty and wiped down inside/out
- Pantry empty and shelves wiped down

### \*Garage/Carport:

- All personal belongings and trash removed and swept out
- Oil, paint and other stains removed

### \*Trash/Recycle Bins:

- Emptied, washed and odor free

### \*Patio/Balcony/Yard/Courtyard/Trash Enclosure:

- All personal belongings and trash removed, including pools, grills, swing sets, trampolines, toys, or satellite dish
- Swept out
- Backyard must be mowed within 1 week of final inspection
- Remove all pet waste from the yard

### \*Storage Area/Closets/Utility Rooms:

- All personal belongings and trash removed and swept out

### \*Painted Walls:

- Prime walls that you have painted using **KILZ** primer only unless wall was painted an approved Hickam Communities paint palette color (receipt must be on file)

### \*Pets: YES \_\_\_\_\_ NO \_\_\_\_\_

- Carpets must be shampooed and deodorized with pet enzyme treatment
- Three (3) foggers cans must be provided at move-out DO NOT activate or you will be charged for professional de-flea treatment
- If pet odor, urine or staining of any kind remains evident at the final inspection, you may be charged for additional enzyme treatment, cleaning or carpet replacement
- Hickam Staff will pull carpets to view the underside for soil stains.
- Residents with these concerns should request a pre-inspection

**Damages:** Resident is responsible for damages beyond normal wear and tear. This would include but is not limited to holes in the walls, doors, or ceilings that exceed 1" in diameter. Resident is responsible for broken windows, light fixtures, ceiling fans, blinds, appliances, door knobs or locks, door frames, sinks or tubs, toilets, towel and shower rods, electric covers, garage doors or openers, trash or recycle bins, or damages to the exterior of the home, including landscape, driveways, sidewalks, fencing, screens, or light fixtures. Any pet damage to the home, garage, carport, or yard may be charged to the resident.

\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
HC Representative

\_\_\_\_\_  
Date

### Optional Cleaning Service (\$100)

We understand that our residents have many demands on their time, and as such we can offer the following service to you:

If you are unable to complete the mandatory items listed above, we can offer you the option to pay a fee of \$100 to return the home to the *minimum broom swept and mopped standard*. This fee does not include carpet cleaning and/or enzyme treatment, mowing the backyard, picking up pet droppings, removal of personal items or trash removal. This fee must be paid upon your Final Inspection in order to clear housing. Payment shall be made by credit/debit card, cashier's check or money order.

Please sign below if you would like to choose this option:

\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
HC Representative

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Date

\*Signing of this form does not require the resident to choose the Optional Cleaning Service. If the home is cleaned to the minimum standard listed on the *Cleaning Requirements* page then the fee will not be due.



Hickam Communities LLC  
211 Mercury Street  
Honolulu, HI 96818  
Telephone: 808-853-3792  
Facsimile: 808-423-1645

### Move-out Prorated Rent Agreement

I acknowledge that I owe Hickam Communities \$ \_\_\_\_\_ for prorated rent beginning on \_\_\_\_\_ (month/day/year) through \_\_\_\_\_ (month/day/year). This rate is based on the BAH rate of \$ \_\_\_\_\_ for my paygrade which is \_\_\_\_\_.

**For PCS:** As outlined in the Hickam Communities Tenant Lease, I understand that rent for any partial month shall be prorated. After the end of the term and move out, any refund shall be processed within 5 business days of Hickam Communities receipt of the allotment applicable to the month of termination. Please note the refund may not be received within 5 business days.

**For ETS & Retirement/EAS:** As outlined in the Hickam Communities Tenant Lease (Active Duty Military Member), I understand that rent for any partial month shall be prorated. I understand that if my lease is terminated due to ETS or Retirement/EAS, payment is due on or before the move out date. I understand that if my lease is terminated due to Retirement/EAS, payment is due on or before the move out date unless the move out date is prior to the separation date; otherwise, the normal monthly allotment cycle will remain in effect, in which case the rent will be taken through the normal allotment process and I will be due a refund in the amount of \$ \_\_\_\_\_ for the remainder of the month's BAH.

**Move-Out Stop Allotment Agreement:** In order to stop my allotment for the month of \_\_\_\_\_, I agree to pay the full move-out prorated rent, stated above, by \_\_\_\_\_ before 12:00 p.m. I understand that if payment is NOT received prior to this date the normal monthly allotment cycle will remain in effect, rent will be taken through the normal allotment process and I will be due a refund in the amount of \$ \_\_\_\_\_.

**Pet Deposit:** If a pet deposit was paid then you may be eligible for a refund in the amount of \$200 if no damages are found during your final inspection.

Any money due to Hickam Communities for cleaning or damages must be paid on the move out date. I understand that if I do not pay, the debt will be pursued through my Chain of Command and a Collection Agency. Payments shall be made by certified check, money order, credit or debit card for the prorated portion of the month's rent for the number of days that the home was occupied or in my possession.

EXECUTED and agreed to by the undersigned.

#### Tenant

Print Name: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Dual Military?  Yes  No If Yes, Spouse Name: \_\_\_\_\_  
Charges assessed at Final Inspection: \$ \_\_\_\_\_ (STOP Split Allotment: \$ \_\_\_\_\_ / \$ \_\_\_\_\_)  
Current Address: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

#### Hickam Communities Representative

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Cc: Accounting \_\_\_\_\_



## DEPARTURE TEMPORARY LODGING ALLOWANCE (TLA) PROCESSING

Air force Service members will process departure TLA with the Housing Management Office (HMO) located at 200 Kokomalei Street, Building 6500 (in the same office as Hickam Communities) prior to departure. Please call 808-4488-0856/6887 to schedule an appointment to process your TLA. Departure TLA is authorized for up to ten days upon departure.

### **Departure TLA CANNOT be processed at your new duty station.**

Service Member must check in with the designated transient lodging, NGIS Royal Alaka`i, located at 15-G Street, Building 1153, Hickam Field (808-260-1200/448-5974/448-5962) prior to making any lodging arrangements. If there is no availability, Service Member must contact the Navy Lodge at Ford Island (808-440-2290). If they do not have availability, they will be issue a Non-Availability Lodging Form and you must stay in a TLA approved hotel to get properly reimbursed TLA. A list of these hotels can be provided by the HMO. Please ensure you receive the Non-Availability Lodging Form prior to the start of your TLA, these forms CANNOT be backdated. Vacation rentals ARE NOT authorized. The HMO will provide a hotel room tax exemption letter for TLA personnel. Please ensure you check the rate of the lodging to ensure it does not exceed your authorized allowance.

Finance requires an itemized daily receipt for proper reimbursement (no online receipts). Payment will be made to the Service Member on the 1st or mid-month pay. Service Member and command sponsored family members will receive reimbursement for lodging and a per diem for meals each day. The HMO will take all departing TLA documents to Finance daily on a transmittal letter.

### **Documents required for Departure TLA (Up to 10 days):**

- PCS, ETS, Retirement Orders (Command Sponsored family members must be listed to receive TLA) Two Copies
- Flight itinerary (late departure authorized for flights departing after 1800)
- Non-availability Lodging Form from the Navy Lodge (if applicable)
- Paid itemized daily hotel receipt

**MEALS ONLY TLA:** Service Member and command sponsored family member are authorized TLA for meals only when staying with a friend or relative. Lodging expenses are not allowed while staying with friends/relatives.

(TLA is not a benefit provided by Hickam Communities, LLC)

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Address

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**Pet Deposit:** If a pet deposit was paid then you may be eligible for a refund in the amount of \$200 if no damages are found during your final inspection.

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EXECUTED and agreed to by the undersigned.

#### Tenant

Print Name: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Dual Military?  Yes  No If Yes, Spouse Name: \_\_\_\_\_  
Charges assessed at Final Inspection: \$ \_\_\_\_\_ (STOP Split Allotment: \$ \_\_\_\_\_ / \$ \_\_\_\_\_)  
Current Address: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

#### Hickam Communities Representative

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Cc: Accounting \_\_\_\_\_



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## Lawn and Turf Repair

Residents are responsible for restoring bare lawn areas caused by other than fair wear and tear. Other than fair wear and tear bare-lawn areas will be restored prior to final clearance or the resident will be assessed damages amounting to the cost of restoration. Bare areas such as the drip edge of the quarters, heavily shaded areas or areas with exposed roots are considered fair wear and tear.

Examples of excessive damage:

- Dog paths, holes, or any other bare areas caused by pets
- Areas under resident owned portable storage sheds, pools, trampoline, BBQ pits, play equipment, etc.

Hickam Communities Property Management will review the condition of your lawn during your pre-inspection to determine whether bare areas are fair wear and tear. Final assessment is calculated at your Termination Inspection.

USE THE FOLLOWING GUIDELINES TO REPAIR BARE AREAS IN LAWN:

- Remove all foreign objects from the lawn, stones, sticks, and other debris.
- Loosen the area to be seeded by tilling with a mechanical tiller or spading to a minimum depth of 2-3 inches.
- Add topsoil as needed to fill holes or cover eroded areas.
- Work the soil with a hoe or rake to level the area and break any clods into fine particles suitable for accepting the small grass seeds.
- Spread the seed evenly over the prepared area per directions.
- Rake lightly to incorporate the seed into the soil, being careful not to cover than ¼ inch.
- Thoroughly wet the seeded area with a sprinkler or hand water, using care not to over water and cause run off or erosion.
- Water as often as necessary to keep the soil moist until the seeds sprout and new growth appears. During hotter periods of the year, 2 or 3 watering a day may be required.
- Once new growth is evident, watering may be reduced to the frequency necessary to maintain healthy plant growth.

Grass seed and top soil may be picked up at Hickam Communities Lawn & Garden Center during the following operating hours: Lawn & Garden, 213 Mercury Street, (808) 423-3091, Tuesday – Friday • 8 am to 4 pm, Saturday • 8 am to 2 pm. Closed Sundays and Mondays

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## Cleaning Tips

- Use bleach and water solution or over-the-counter tub and tile cleaner to clean shower stalls, rinse thoroughly with water.
- Ammonia and water will clean blinds, rinse thoroughly with vinegar water.
- To remove oil from the driveway, use cat litter / degreaser.
- To clean ovens, spray racks and grates with oven cleaner and place in a plastic bag. Let set for several hours then clean with SOS pads, repeat the process until all grease is removed. Rinse oven with vinegar water.
- WD40 is excellent to remove crayon, gum and ink pen from painted surfaces. Wash thoroughly after usage. Ensure carpet is covered before spraying.
- If you have pets, we require you to steam clean and deodorize the carpets with a pet enzyme treatment. Please make sure to vacuum thoroughly around baseboards to ensure all pet hair is removed. We want to make sure our next resident will not be offended by your pet.

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**Move-Out Stop Allotment Agreement:** In order to stop my allotment for the month of \_\_\_\_\_, I agree to pay the full move-out prorated rent, stated above, by \_\_\_\_\_ before 12:00 p.m. I understand that if payment is NOT received prior to this date the normal monthly allotment cycle will remain in effect, rent will be taken through the normal allotment process and I will be due a refund in the amount of \$ \_\_\_\_\_.

**Pet Deposit:** If a pet deposit was paid then you may be eligible for a refund in the amount of \$200 if no damages are found during your final inspection.

Any money due to Hickam Communities for cleaning or damages must be paid on the move out date. I understand that if I do not pay, the debt will be pursued through my Chain of Command and a Collection Agency. Payments shall be made by certified check, money order, credit or debit card for the prorated portion of the month's rent for the number of days that the home was occupied or in my possession.

EXECUTED and agreed to by the undersigned.

#### Tenant

Print Name: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Dual Military?  Yes  No If Yes, Spouse Name: \_\_\_\_\_  
Charges assessed at Final Inspection: \$ \_\_\_\_\_ (STOP Split Allotment: \$ \_\_\_\_\_ / \$ \_\_\_\_\_)  
Current Address: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

#### Hickam Communities Representative

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Cc: Accounting \_\_\_\_\_



## DEPARTURE TEMPORARY LODGING ALLOWANCE (TLA) PROCESSING

Air force Service members will process departure TLA with the Housing Management Office (HMO) located at 200 Kokomalei Street, Building 6500 (in the same office as Hickam Communities) prior to departure. Please call 808-4488-0856/6887 to schedule an appointment to process your TLA. Departure TLA is authorized for up to ten days upon departure.

### **Departure TLA CANNOT be processed at your new duty station.**

Service Member must check in with the designated transient lodging, NGIS Royal Alaka`i, located at 15-G Street, Building 1153, Hickam Field (808-260-1200/448-5974/448-5962) prior to making any lodging arrangements. If there is no availability, Service Member must contact the Navy Lodge at Ford Island (808-440-2290). If they do not have availability, they will be issue a Non-Availability Lodging Form and you must stay in a TLA approved hotel to get properly reimbursed TLA. A list of these hotels can be provided by the HMO. Please ensure you receive the Non-Availability Lodging Form prior to the start of your TLA, these forms CANNOT be backdated. Vacation rentals ARE NOT authorized. Please ensure you check the rate of the lodging to ensure it does not exceed your authorized allowance.

Finance requires an itemized daily receipt for proper reimbursement (no online receipts). Payment will be made to the Service Member on the 1st or mid-month pay. Service Member and command sponsored family members will receive reimbursement for lodging and a per diem for meals each day. The HMO will take all departing TLA documents to Finance daily on a transmittal letter.

### **Documents required for Departure TLA (Up to 10 days):**

- PCS, ETS, Retirement Orders (Command Sponsored family members must be listed to receive TLA) Two Copies
- Flight itinerary (late departure authorized for flights departing after 1800)
- Non-availability Lodging Form from the Navy Lodge (if applicable)
- Paid itemized daily hotel receipt

**MEALS ONLY TLA:** Service Member and command sponsored family member are authorized TLA for meals only when staying with a friend or relative. Lodging expenses are not allowed while staying with friends/relatives.

(TLA is not a benefit provided by Hickam Communities, LLC)

## Lawn and Turf Repair

Residents are responsible for restoring bare lawn areas caused by other than fair wear and tear. Other than fair wear and tear bare-lawn areas will be restored prior to final clearance or the resident will be assessed damages amounting to the cost of restoration. Bare areas such as the drip edge of the quarters, heavily shaded areas or areas with exposed roots are considered fair wear and tear.

Examples of excessive damage:

- Dog paths, holes, or any other bare areas caused by pets
- Areas under resident owned portable storage sheds, pools, trampoline, BBQ pits, play equipment, etc.

Hickam Communities Property Management will review the condition of your lawn during your pre-inspection to determine whether bare areas are fair wear and tear. Final assessment is calculated at your Termination Inspection.

USE THE FOLLOWING GUIDELINES TO REPAIR BARE AREAS IN LAWN:

- Remove all foreign objects from the lawn, stones, sticks, and other debris.
- Loosen the area to be seeded by tilling with a mechanical tiller or spading to a minimum depth of 2-3 inches.
- Add topsoil as needed to fill holes or cover eroded areas.
- Work the soil with a hoe or rake to level the area and break any clods into fine particles suitable for accepting the small grass seeds.
- Spread the seed evenly over the prepared area per directions.
- Rake lightly to incorporate the seed into the soil, being careful not to cover than ¼ inch.
- Thoroughly wet the seeded area with a sprinkler or hand water, using care not to over water and cause run off or erosion.
- Water as often as necessary to keep the soil moist until the seeds sprout and new growth appears. During hotter periods of the year, 2 or 3 watering a day may be required.
- Once new growth is evident, watering may be reduced to the frequency necessary to maintain healthy plant growth.

Grass seed and top soil may be picked up at Hickam Communities Lawn & Garden Center during the following operating hours: Lawn & Garden, 213 Mercury Street, (808) 423-3091, Tuesday – Friday • 8 am to 4 pm, Saturday • 8 am to 2 pm. Closed Sundays and Mondays

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## Cleaning Tips

- Use bleach and water solution or over-the-counter tub and tile cleaner to clean shower stalls, rinse thoroughly with water.
- Ammonia and water will clean blinds, rinse thoroughly with vinegar water.
- To remove oil from the driveway, use cat litter / degreaser.
- To clean ovens, spray racks and grates with oven cleaner and place in a plastic bag. Let set for several hours then clean with SOS pads, repeat the process until all grease is removed. Rinse oven with vinegar water.
- WD40 is excellent to remove crayon, gum and ink pen from painted surfaces. Wash thoroughly after usage. Ensure carpet is covered before spraying.
- If you have pets, we require you to steam clean and deodorize the carpets with a pet enzyme treatment. Please make sure to vacuum thoroughly around baseboards to ensure all pet hair is removed. We want to make sure our next resident will not be offended by your pet.

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## BULK ITEM / RECYCLABLE MATERIAL DISPOSAL SITES

**Aloha! We are asking your help to keep our communities clean and safe from pollutants. Please see the information below regarding tires, air conditioners, batteries and other items that need to be disposed of properly. If you need more detailed information please visit the website <http://www.opala.org>**

**HC's trash contractor, Perry Management, will take the following items as long as it does not encompass more than 10% of your household trash at the curb: Rocks, bricks and paints in a solid state. Items they will not take include: propane tanks, refrigerators, air conditioners, tires and batteries.**

### **TRASH DROP-OFF CENTERS NEAREST TO HICKAM**

Waipahu Convenience Center – Waipahu Depot Road, near the Honolulu Police Academy  
Hours: 7:00 AM to 6:00 PM daily Phone: 676-8878

Ewa Convenience Center – On Geiger Road, near gate to Barbers Point  
Hours: 7:00 AM to 6:00 PM daily Phone: 226-2996

Keehi Transfer Station – 606 Middle Street  
**(Accepts green waste and combustible material only)**  
Hours: 12:00 Noon to 6:00 PM (Mon – Sat) Phone: 845-1162

The above centers accept combustibles, non-combustibles and green waste except where noted. They must be separated prior to arrival at the center.

**Acceptable refuse for “combustible” bin** – Paper, cardboard, cloth, plastic, plastic bags of trash (unless filled with non-combustible refuse), wood (2x4 size or smaller, max 4' length), and roofing materials (wood shingles and asphalt paper).

**Acceptable refuse for “non-combustible” bin** – Metal, glass, mattresses, furniture, appliances, rugs, carpeting, tires (limit 4 per load), lumber (larger than 2x4 size, max 4' length), drywall, plywood panels and roofing material (tiles).

**Acceptable refuse for “green waste” bin** – Grass, leaves, branches, hedge & tree trimming, stumps, logs, banana cuttings, coconuts, palm fronds, untreated lumber and untreated pallets.

### **Separate Storage Areas are provided at each site for the following recyclable materials:**

Freon appliances – Refrigerators, air conditioners

Non-Freon appliances – Washers, dryers, heaters, stoves, tires, auto batteries and propane tanks (empty & 5 gal max capacity).

**RESTRICTED ITEMS** – Large appliances – 2 per month, Tires – 4 per month, Auto Batteries – 2 per month, Drywall – 5 sheets per day, Plywood – 5 sheets per day.

**PROHIBITED ITEMS** – Business/commercial/farm/agricultural refuse, dirt, rock, sand, concrete, asphalt, liquids, oils, greases, wet kitchen garbage, animal carcasses & waste products, large automobile parts, explosives & weapons (including propane tanks), hazardous or toxic wastes, wet paints, solvents, poisons, pesticides, herbicides, medical waste and propane tanks containing gas or larger than 5 gal.

For additional information go to website: [http://www.opala.org/waste\\_disposal\\_at\\_home/convenience\\_centers.html](http://www.opala.org/waste_disposal_at_home/convenience_centers.html)

**Hickam Communities, LLC  
Standard Cleaning and Repair and Replacement Charges**

STANDARD REPAIR/REPLACEMENT CHARGES	
<i>Items that are missing or damaged at move-out will be assessed charges based on the estimated charges listed below. A representative list of various repair and replacement charges is provided below. Please note that this is not a complete list and you may be charged for additional items not noted on this form.</i>	
Appliance Repair (Small Chips)	\$25.00 AND UP
Bathtub Repair to Replacement	\$25.00-\$500.00
Carpet Patch	\$75.00-\$150.00
Carpet Replacement	\$19.25/sq yd
Ceiling Fan	\$125.00 and up
Ceiling Fan - Diffuser	\$15.00
Ceramic Tile	\$40.00/tile and up
Counter Top Replacement	Per Contractor Pricing
Covebase/Baseboards	\$5.00 per 4ft
Dishwasher - Rack	\$45.00-\$155.00
Dishwasher - Utensil holder	\$25.00
Dishwasher Repair to Replacement	\$35.00-\$300.00 each
Door Key	\$1.75 each
Door Knob	\$25.00
Door Stopper (metal/elongated)	\$1.50
Door Stopper (round/rubbized)	\$3.00
Door/Window Screens	\$45.00-\$250.00 each
Door: Closet - Bi-Fold - Replacement Slat	\$5.00
Door: Closet - Bi-Fold - Slatted	\$90.00
Door: Closet - Bi-Fold - Solid	\$75.00
Door: Closet - Handle	\$15.00
Door: Closet - Sliding - Mirrored	\$125.00 and up (Material)
Door: Closet - Sliding - Panel	\$50.00 and up (Material)
Door: Closet - Sliding - Replacement Slat	\$5.00
Door: Closet - Sliding - Slated	\$150.00
Door: Exterior - Repair to Replacement	\$100.00
Door: Exterior - Renov. Historic with slide window	\$350.00
Door: Lock Change	\$50.00-\$75.00
Door: Glass - Sliding	\$200.00 and up
Door: Glass - Sliding - handle/latch set	\$20.00
Door: Screen - Front	\$175.00
Door: Screen - Front - handle	\$10.00
Door: Screen - Front - screen replacement	\$10.00
Door: Screen - Sliding	\$100.00
Door: Screen - Sliding - handle/latch set	\$5.00
Door: Screen - Sliding - screen replacement	\$15.00
Door: Standar - Panel	\$30.00
Door: Standard	\$40.00
Door: Threshold	\$15.00
Door: Weather-stripping	\$3.00
Doorbell	\$20.00
Door: Screen - Front	\$175.00
Door: Screen - Front - handle	\$10.00
Door: Screen - Front - screen replacement	\$10.00

STANDARD REPAIR/REPLACEMENT CHARGES	
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Door: Screen - Sliding	\$100.00
Door: Screen - Sliding - handle/latch set	\$5.00
Door: Screen - Sliding - screen replacement	\$15.00
Door: Standar - Panel	\$30.00
Door: Standard	\$40.00
Door: Threshold	\$15.00
Door: Weather-stripping	\$3.00
Doorbell	\$20.00
Duct Cleaning	\$520.00
Flooring: Sheet Vinyl Flooring Repair	\$2.25 sqft (material) - \$35 hr/labor
Flooring: VCT Repair	\$1.09 per tile (Material) - \$35 hr/Labor
Flooring: Mannington (wood laminate flooring)	\$2.09/sqft (Material) \$35 hr/labor
Garage Remote	\$65.00
Garbage Disposal	\$50.00
Lawn Repair/Sod	Subject to bid
Light Fixtures: Exterior	\$45.00 AND UP
Light Fixtures: Interior - Set	\$45.00 AND UP
Light Fixtures: Interior - Bath Diffuser	\$50.00
Light Fixtures: Interior - Bedroom Diffuser	\$20.00
Light Fixtures: Interior - Kitchen Diffuser	\$95.00
Light Fixtures: Interior - Sconce Cover	\$75.00
Mailbox Keys - duplicate	1.75 each
Mailbox Lock - rekey	\$25.00
Microwave: Door	\$125.00
Microwave: Handle	\$25.00
Microwave: Plate	\$42.12
Microwave: Rack	\$25.00
Mirrors - Bath	\$35.00-\$100.00 each
Outlet / Light Switch cover	\$0.50
Priming/Painting/Wall Repair	\$23.00 and up per wall
Range Repair to Replacement	\$20.00-\$1000.00 each
Refrigerator: Crisper Covers	\$60.00 each
Refrigerator: Door Liners	\$53.00-\$135.00 each
Refrigerator: Drawers	\$50.00 each
Refrigerator: Ice Trays	\$3.00 each
Refrigerator Shelves/Racks	\$40.00 each
Roller Shades	\$10.00 each
Shower/Tub: Repair to Replacement	\$25.00-\$500.00
Shower/Tub: Head	\$5.00
Shower/Tub: Re-caulk	\$5.00
Shower/Tub: Rod	\$25.00 each
Sink Repair to Replacement	\$25.00-\$150.00 each
Smoke Detector	\$25.00

**Hickam Communities, LLC  
Standard Cleaning and Repair and Replacement Charges**

STANDARD REPAIR/REPLACEMENT CHARGES	
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Stove/Oven: Broiler Pans	\$15.00
Stove/Oven: Burners	\$35.00-\$75.00 each
Stove/Oven: Drip pans	\$5.00
Stove/Oven: Door/Handle	\$50.00
Stove/Oven: Racks	
Stucco Repair	\$5.00 and up (Material) - \$35.00/hour Labor
Toilet Paper Dispenser	\$1.50
Toilet Repair / Replacement	\$10.00 - \$150.00 (Material) - \$35.00/hour Labor
Towel Bar: Bar	\$5.00
Towel Bar: Bracket	\$5.00 (set)
Towel Bar: Set	\$10.00
Trash & Recycling Cans Replacement	\$125.00
Vent Hood Screen	\$20.00 each
Vertical Blinds: Labor	\$18.00/hour
Vertical Blinds: Materials - 120"	\$52.90
Vertical Blinds: Materials - 102"	\$48.80
Vertical Blinds: Materials - 78"	\$43.95
Vertical Blinds: Materials - 66"	\$39.80
Vertical Blinds: Materials - 35"	\$29.90
Vertical Blinds: Plastic Wand	\$4.00 each
Vertical Blinds: Slat Replacement	\$3.00 each
Wall Paper Removal	\$5.00 and up (Material) - \$35.00/hour Labor
Wall Repair	\$5.00 and up (Material) - \$35.00/hour Labor
Window: Glass (Single Pane to Thermal)	\$40.00 - \$500.00 per pane \$35.00/hour labor
Window: Screen	\$5.00-\$10.00

STANDARD REPAIR/REPLACEMENT CHARGES	
<i>Items that are missing or damaged at move-out will be assessed charges based on the estimated charges listed below. A representative list of various repair and replacement charges is provided below. Please note that this is not a complete list and you may be charged for additional items not noted on this form.</i>	
<b>Broom Swept Standard</b>	<b>\$100.00</b>

Manual Carpet Calculator:	*Remember to round to the nearest foot
L x W = sqft room	
Sqft / 9 = sqyd room	
Sqyd x \$19.25 = total cost of NEW carpet	
(Total cost / 7) x Age of carpet in years = depreciated cost	
Example: Room is 15 x 16 and is 2 years old:	
15 x 16 = 240	
240/9 = 26.67	
26.67 x 19.25 = \$513.40	
513.40/7 = 73.34	
73.34 x 5 = 366.71 (cost to resident)	

General Cleaning	
Cabinets and Countertops	\$10.00 and up
Odor barrier	\$45.00 per room
Deodorizer	\$45.00
Floors (only)	\$20.00 per room
Kitchen Appliance	\$25.00 per item
Laundry Appliance	\$25.00 per item
Light Fixtures	\$10.00 and up
Shower / Tub	\$10.00 and up
Sink / Toilet	\$10.00 and up
Utility Closet	\$5.00
Windows / Window Sills / Blinds (interior)	\$10.00 and up

MISCELLANEOUS CLEANING ITEMS	
Window AC units & unauthorized items	\$25.00 and up (per item or bag)
Bulk Items / Furniture Removal	\$20.00 per hour
Ceiling Fan	\$40.00
Concrete Surfaces (if stained)	\$50.00-\$75.00
Foggers	\$6.00
Stove/Oven: Rack	\$25.00
Microwave: Rack	\$25.00
Landscaping (mowing / debris removal)	\$25.00-\$50.00
Removal of pavers	\$18.00 per hour
Removal of shed (metal or plastic)	\$18.00 per hour
Trash Removal	\$20.00 per hour

CARPET CLEANING CHARGES	
<b>Without Pet Enzyme</b>	
2 bedroom + tax	\$115.18
3 bedroom + tax	\$130.89
4 bedroom + tax	\$141.36
5 bedroom + tax	\$151.83
<b>With Pet Enzyme (+45.00)</b>	
2 bedroom + tax	\$167.54
3 bedroom + tax	\$183.25
4 bedroom + tax	\$193.72
5 bedroom + tax	\$204.19

Julian Homes (Canal)	\$298.43
GOQ homes - Scotch Guard	\$0.11/sqft
GOQ homes - Carpet cleaning	\$0.22/sqft

Revised 3.10.14



## **HICKAM COMMUNITIES offers residents tool for immediate feedback**

It's quick, easy and effective!

**PLEASE TAKE THE TIME TO FILL OUT YOUR INSITE SURVEY!!**

Hickam Communities has implemented a new online customer survey program called "InSite." The questionnaire will give residents an opportunity to rate Hickam Communities services and a section in the survey also allows residents to provide additional comments.

Following the completion of a maintenance service or a move-in or move-out, a resident will receive an email\* that contains a link to the InSite survey. Upon completing and submitting the survey, the information is immediately forwarded to Hickam Communities giving staff the ability to quickly respond to any resident concerns.

InSite is intended to increase communication with residents for the timely resolution of issues, as well as provide a method whereby Hickam Communities can evaluate and improve its services to residents. Positive feedback received through InSite is also important; it will help validate and ensure continued funding of important residents programs and services.

You can also fill out a survey at any time, on any topic, by clicking the InSite button at our website:  
[www.hickamcommunities.com](http://www.hickamcommunities.com).

Hickam Communities owner Actus Lend Lease has implemented the InSite online survey at projects across its residential military portfolio. The InSite program is a product of SatisFacts Research, a nationally recognized leader in resident relationship management.

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\*Resident e-mail addresses will only be used for housing-related purposes, and not shared with other agencies or organizations.

**EXIT SURVEY**

Name: \_\_\_\_\_ Address: \_\_\_\_\_ Date: \_\_\_\_\_

Hickam Communities Inspector: \_\_\_\_\_

Hickam Communities has a great interest in your comments so we can improve our services. Our goal was to provide you with an adequate and affordable home, superior residential services, reliable maintenance and a sense of belonging to a great community while stationed here. Your assessment of our services and our ability to meet your needs will be greatly appreciated and welcomed. This survey will allow Hickam Communities to evaluate our progress and allow us to work on particular areas to increase the quality of living within this community.

Please select your expectation level of satisfaction:

	Satisfied	Unsatisfied
1. Professionalism of Hickam Communities	<input type="checkbox"/>	<input type="checkbox"/>
2. Courtesy of Hickam Communities staff	<input type="checkbox"/>	<input type="checkbox"/>
3. Overall Rating of Hickam Communities Maintenance Effort	<input type="checkbox"/>	<input type="checkbox"/>
4. Courtesy of Hickam Communities Maintenance Personnel	<input type="checkbox"/>	<input type="checkbox"/>
5. Responsiveness of Hickam Communities to Resolve Problems	<input type="checkbox"/>	<input type="checkbox"/>
6. Relationship between Hickam Communities & Residents	<input type="checkbox"/>	<input type="checkbox"/>
7. Overall exit process	<input type="checkbox"/>	<input type="checkbox"/>

If assigned to Hickam Air Force Base in the future, would you consider Hickam Communities again?

Yes  No If no, please explain: \_\_\_\_\_

Do you have any suggestions that may improve our community for future families?

\_\_\_\_\_  
\_\_\_\_\_

Additional Comments:

\_\_\_\_\_  
\_\_\_\_\_

Reason for leaving Hickam Communities:

PCS Move  Home Purchase / Rental Off base  Unsatisfied  ETS  Deployment  Retirement

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Thank you for taking the time to complete this survey.  
It has been a pleasure having you as a resident and we are sorry to see you leave.  
Good luck in your future endeavors.