

## 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.

Residents will be required to pay for damages and cleaning costs prior to clearing housing.

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

## 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 your 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 adequately 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 and tool.

## Trash Removal & Hazardous Material Disposal

- Our project provides bulk trash pick-up on a regular basis. Bulk trash pick-up is the same day as your normal trash pick-up.
- Hazardous materials may be disposed at municipal waste disposal sites. Log on to [www.opala.org](http://www.opala.org) for information.
- 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.
- WE CANNOT accept propane tanks, refrigerators, air conditioners, tires, batteries, appliances, large metal equipment such as trampolines and grills, mattresses of any size.
- Tires and batteries may be dropped off at the auto hobby shop located on base.
- If you have other questions, please contact the Resident Services Coordinator at your Community Center.

Thank you for making Hickam Communities your home in Hawaii. We wish you well and hope we can serve you at your next duty station.

## WE WILL HELP!

The following items are made available by your community management and maintenance teams as self-help assistance for your move-out preparations:

- Light Bulbs
- Vertical Blind Slats
- Air Filters
- Water Filters

Please contact your Community Center for additional self-help items that may be available and reservations.



# 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 unless orders are dated with less than 28 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 28 days written notice, on the form available at the property management office. 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, your Resident Services Coordinator 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.



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



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. Carpets with excessive dirt or pet stains must be shampooed and deodorized. Carpet should be clean and dry prior to the final move out inspection.

## ○ 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. Candle soot on the walls should be removed. 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. All walls or trim must be either primed or a color light enough that could be covered with one coat of paint. Contact your Resident Services Coordinator for details.

## ○ 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 and freezer. The stove should include two racks. Clean to remove grease, food, mildew and dust. There should be a working light bulb in each fixture.

## ○ Garage, Patio & Balcony

Please clean and sweep the patio, balcony, and garage areas, including driveways and sidewalks. Remove all personal items.

## ○ Home Exterior & Yard

Please remove all trash, animal feces and other debris from patios, storage areas, yards, garages. Back yards must be mowed, weeded, and edged. Repair and fill holes made in yards.

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## 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 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)
- 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 to in full-month allotments at the end of each month. On the 5th business day of the following month, a check with any remaining BAH from the prior month will be mailed to the forwarding address provided. Please be sure to provide a valid forwarding address (NO general delivery addresses).

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## 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 applicable)

Our residents are provided an approved palette of colors to allow personalization their homes during residency. Upon move-out, residents do not need to repaint these approved colors. Walls painted any other colors must be primed at move out or a repainting fee will be charged.

## ○ Cabinets

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

## ○ Keys & Remote controls

ALL house keys, 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. There is a charge for unreturned keys.

## ○ Mail forwarding

Mailboxes cannot be accessed after final inspection. Check your mailbox and work with your post office to ensure mail is forwarded prior to final inspection.