



Dear Resident(s):

As a reminder your lease is set to expire July 26th at noon. While you may check out and return your keys sooner, please keep in mind you will continue to be responsible for payment of all rental fees and electric service throughout the remainder of the lease. If you choose to depart before your lease ends, we will bill your account for all remaining rent in advance when your keys are returned to the office.

To assist you in ensuring your move-out goes as smoothly as possible we have put together this informative packet. **Absolutely no extensions can be granted nor are you permitted to leave items behind after lease expiration.** We advise you to carefully review this entire packet and ensure all items are complete prior to check-out.

The \$150.00 redecorating fee that you paid at move-in will be utilized to offset the costs of minimal cleaning and light, touch-up painting, as well as cover the costs of a standard carpet cleaning. Keep in mind this does not exclude you from the possibility of being charged for painting, cleaning, stain removal costs or damages noted within the home. **You are still expected to thoroughly clean your apartment and remove all personal items before vacating.** Even if other roommates are renewing in your apartment, you are still required to thoroughly clean and remove all belongings from your room. Any costs associated with excessive cleaning, painting, stain removal, odor removal or carpet replacement/repair will be billed back to you on your move-out statement.

Please remember that you did not pay a security deposit at The Heights.

Keep in mind you will be required to complete a Surrender of Possession Form and provide us a valid forwarding address when you depart. These forms can be found in the Clubhouse.

We hope that you have enjoyed your stay with us and we wish you much luck in all your future endeavors! For those of you graduating, congratulations!

Sincerely,

Stephen Hilton
Property Manager
shilton@heightsatstatecollege.com

Sarah Bernier
Leasing Manager
sbernier@heightsatstatecollege.com

Important Things to Remember

- Remove **all** personal property from your unit

- If your roommates are renewing, you will only need to remove personal property from your bedroom and bathroom.
- If you leave items behind, we only retain items that have an estimated value over \$50 for 60 days and you will be charged for storage. **Anything else will be thrown away.**
- **If you have items that you do not want to take with you, you can list them on the classifieds in your resident portal.** You can find the classifieds under the community tab.
- Charges for leaving personal property:
 - \$50 per trash bag**
 - \$250 per large item**

- Apartment must be left clean

- Be sure to thoroughly clean your apartment, including all appliances, countertops, floors, and bathrooms.
- Upon move out, anything that is deemed more than a light clean will *not* be covered by your redecoration fee and you will be billed for it.
- Communicate with your roommates regarding the cleanliness of the common areas. *It does not matter if you are not the last person to leave – if the common area has not been cleaned, the charge will be split amongst all roommates.*
- All cleaning must be done prior to you turning in keys. If you hire an outside cleaning service, we will not be able to let them into the unit once you have surrendered possession.

- Return your keys and bus pass to the leasing office by July 26th

- You must return your keys and bus pass directly to the leasing office via office staff or drop box. Do not hand your keys over to the person moving in after you or leave them in your apartment – you will be charged if they are not turned in.
- When you turn in your keys, you will have to fill out a Surrender of Possession form. If someone else is turning them in for you, please let us know in advance and we will email you a form.
- You must vacate your unit by noon on July 26th. We will be checking any units that have not returned keys at that time. ***If you do not vacate your unit on time, you will be charged an overstay fee of \$300 per day.***
- If keys are not turned in, you will be charged as follows:
 - Apartment Key Fob: \$45**
 - Bedroom Key: \$15**
 - Mail Key: \$15**

- Final Balances

- Any outstanding rent and other fees on your rental account will be billed on your move-out statement, along with any move-out charges assessed during our final inspections.
- Your final bill will be mailed and emailed to you, as well as be available on your resident portal for payment.

- Electric Account

- Remember that you are responsible for your electric bill through the entire duration of your lease. Simplebills will continue to bill through July 26th.

- Xfinity Account

- Please make sure to return all of the equipment you got when you moved in to the Xfinity Store before or on July 26th.
- Items not returned to Xfinity are subject to a lost or stolen fee.

- Change of Address

- Upon move out, you should change your address with the U.S. Postal Service so that you no longer receive mail to your Heights address.
- You can complete a change of address form on www.usps.com or at any post office location.
- *The rental office will not forward your mail to you if it is delivered here.* The forwarding address you leave with us when filling out your Surrender of Possession form is only for us to send you any correspondence needed. We will not assume responsibility for any mail that is misdirected or returned to the sender.

We realize there is a lot of information here so please feel free to contact us with any questions or concerns you may have about the move-out process. If you lose or misplace this packet, please be sure to let us know. Replacement copies are available in the rental office for your convenience.

We thank you for your anticipated cooperation, and trust that your stay with us has been an enjoyable one. It has been a pleasure having you as a resident at The Heights at State College, and we offer our best wishes to all of you in the future!

*The Heights at State College
Management and Staff*