

# 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 basic cleaning at move-out. We expect that you leave your home clean throughout (including kitchen, bathrooms, yard, and garage).

We recognize that moving is stressful and that trying to tidy up after the movers depart can be nerve wracking. To assist we have an optional service where you can request cleaning services for a fee which will be carried out after you complete your move-out inspection and turn-over keys.

## Move-Out Notice

Residents must provide at least 30 days written notice, by using the form available at the Community Management Office. Residents are encouraged to provide notice as soon as they begin planning to 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.

Once written notice is complete with the Community Management Office we will schedule a Final Inspection for the date of move-out and key turn-over.

## Final Inspection Process

At your final inspection, we will:

- Provide a list of damage or cleaning charges, 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. Within 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 remaining BAH. If you do not receive, please contact your Community Management Office.

Many household items are made available as self-help assistance for interior and exterior cleanup of the home prior to move-out.

Community Management Office  
4609 W. Bighorn Drive, USAFA, CO 80840  
Phone: (719) 982-4800

## 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.

## 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.

## Trash Removal

Residents must dispose of all trash and debris on their normal trash day prior to final inspection.

## Hazardous Material Disposal

Hazardous waste should be disposed at the county Hazardous Waste Disposal site.

- Small quantities of household cleaner is permitted in household trash.
- Empty propane tanks can be taken to any propane retailer.
- If you have other questions, please contact your Community Management Office.

If you have any questions and/or concerns contact the Community Management Office at  
**(719) 982-4800**

## Final Inspection Checklist

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

### HOME CLEANING

Complete your Cleaning Guideline Checklist to help you prepare for your move-out inspection with AFA Military Communities.

### 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. Landscaping may stay, but any borders or garden beds must be removed.

### PAINTED WALLS

Residents who received approval to paint must prime and paint the walls with no color bleeds prior to move-out. Contact your Maintenance Office for paint brand specifics or any other questions.

### CABINETS

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

### KEYS, REMOTE CONTROLS & MANUALS

Garage door opener remotes and appliance manuals 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.

# Move Out Inspection Reminders

- Trash is to be removed prior to final inspection and include any bulk items. This includes move-outs scheduled on normal trash pickup days. \$50 per hour charge will be assessed to remove at time of final inspection.
- Replace any burned out light-bulbs. Bulbs located within the same light fixture need to match. Standard bulbs may not be substituted for vanity bulbs.
- Remove satellite dish and sled mounts. Satellite mounting poles must be removed.
- Spray out recycle bin so there is no debris inside.
- Fencing (Privacy/Chain link) in good condition may be left. Fencing in poor condition must be removed/repaired.
- Remove **ALL** nails and screws from walls. Patching small holes (smaller than a quarter) is not necessary.
- Large holes will need to be patched. Please note that if the patch is not properly completed, charges will still be assessed.
- Walls painted other than the standard colors, must be primed. It is highly suggested that each wall receives at least (2) coats of primer. The wall should be coated well enough that color cannot be seen. White primer only.
- Small holes in doors may be patched. If the hole is unable to be patched or if there are multiple areas of damage to the door, replacement cost will be assessed.
- Resident agrees to return the home in the same condition as it was delivered at the commencement of tenancy, less ordinary wear and tear.
- Standard cleaning fees are based on the size of the home. Additional charges may be applied for odor mitigation from pets and/or smoke.
  - Fans and blinds must be wiped down and dust free.
  - Window tracks and windowsills free of dirt and debris.
  - Appliances should be clean and free of food and other debris.
  - All surfaces (shelves/baseboards/window sills/drawers) should be wiped down and free of dust, stains, and debris.
  - Carpets vacuumed and free of stains.
  - Wood floors swept and mopped.
  - All cleaning and item removal must be completed prior to the final inspection.
- Move out documents, to include a Notice to Vacate and Potential Move Out Charges, can be found on our website at [AirForceAcademyHousing.com](http://AirForceAcademyHousing.com) under Current Residents, Documents & Forms.
- The final YES Energy, USA utility bill will be provided with your final move out documents. If there is a balance due, it will be added to your Hunt account and processed along with all other move out charges.
- Post office keys **MUST** be returned to United States Postal Service located at 5136 Community Center Drive. If mailbox keys are not returned, you will be assessed a \$40 charge. **MAILBOX KEYS WILL NOT BE ACCEPTED AT THE COMMUNITY MANAGEMENT OFFICE.**
- Final payment can be paid via online through Rent Cafe (Hunt Residents App) or by certified funds (cashier's check or money order). All active duty, who pay by allotment, will have final payment deducted from allotment. If amount is greater than the allotment, resident is responsible for additional payment. Any payment not received within 30 days of move out will be sent to collections.

# CLEANING GUIDELINE CHECKLIST



*This checklist is a tool to help you prepare for your move-out inspection with Air Force Academy Family Housing*

Check as Completed	
<b>EXTERIOR</b>	
	1. Front Door/Mail Box/Patio/Storage Keys – Working
	2. Trash Can/Recycling Bin – Empty, clean excess dirt
	3. Fence – Remove chain link
	4. Remove all pet feces from front and back yard area
	5. Lawn/Shrubbery – Mow and trim fenced in areas
	6. Storage Area – Sweep
	7. Remove Satellite Dish (if applicable). Pole may remain
	8. Wash Patios (back garage & carports)
<b>INTERIOR – KITCHEN AREA</b>	
	9. Floor – Sweep and remove excess dirt / mop
	10. Cabinets / Drawers – Wipe inside and outside
	11. Baseboards - Wipe off any dust / dirt
	12. Blinds – Clean excess dirt and test
	13. Window Sills – Wipe down or vacuum
	14. Range/Oven – Clean inside & outside
	15. Microwave/Exhaust Fan/Vent Hood – Clean inside and outside
	16. Refrigerator – Clean inside and outside
	17. Dishwasher – Clean inside and outside
	18. Garbage Disposal – Run to clear out food
	19. Sink/Counter tops – Wipe down
	20. Light Fixture – Free of bugs and dirt
	21. Light Switches/Outlets - Wipe dust and fingerprints
<b>INTERIOR – BEDROOMS, LIVING ROOM, ETC.</b>	
	22. Floors – Sweep and remove excess dirt / mop
	23. Carpet – Vacuum and free of dirt and stains
	24. Window Sills – Wipe down or vacuum
	25. Light Fixture – Free of bugs and dirt
	26. Light Switches/Outlets - Wipe dust and fingerprints
	27. Ceiling Fan – Dust and remove excess dirt
	28. Doors – Free of holes, adhesive hooks, etc. / wash down

Check as Completed	
<b>INTERIOR – BATHROOM(S)</b>	
	29. Cabinet(s) – Wipe inside and outside
	30. Sink/Counter tops – Wipe down
	31. Exhaust Fan – Clean dust/dirt
	32. Faucets – Wipe down
	33. Tub/Shower – Remove excessive soap residue
	34. Toilet – Clean
	35. Window Sills – Wipe down or vacuum
	36. Blinds – Clean excess dirt
	37. Floor – Sweep and remove excess dirt / mop
	38. Doors – Free of holes, adhesive hooks, etc. / wash down
	39. Light Fixture – Free of bugs and dirt
	40. Light Switches/Outlets - Wipe dust and fingerprints
<b>INTERIOR – GENERAL</b>	
	41. Smoke Detector(s) – Clean excess dirt
	42. CO Detector(s) – Clean excess dirt
	43. Fireplace – Clean out ashes
	44. Vents/Baseboard Heaters – Clean excess dirt
	45. Patio Door – Wash down
	46. Walls – Wash down
<b>GARAGE</b>	
	46. Garage Door Opener(s) – Return
	47. Floor – Sweep and clean up built-up oil
	48. Walls – Wash down
<b>BASEMENT</b>	
	49. General – Sweep and remove trash / mop
	50. Walls – Wash down

**NOTES**

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*If you have any questions and/or concerns regarding an item on the checklist, contact the Community Management Office at (719) 982-4800*



# GOT BULK?



**FREE. SIMPLE. WEEKLY.**

**Please contact Community Management Office ahead of time to schedule a bulk pick up by 3 PM Wednesday. Place trash by the curb or 3ft from the dumpster no earlier than 6PM Wednesday. Thank You!**

## ACCEPTED:

- Appliances Such As: Dryer, Washer, Vacuum, Microwave
- Counter-top
- Bicycle
- Furniture Items Such As: Couches, Recliners, Book Shelves, Desks, Mattress, Bed Frame, Coffee Table, Futon, Dresser, treadmill, Carpet Rolls, Wooden Chairs and Love Seat
- Boxes
- Christmas Tree
- Doors- Wood/ Metal / Screen
- Ladders
- Yard Items Such As: Patio Furniture, Lawn Chairs, Branches, Hot Tub Cover, Lumber 2x2, Sod, Swing Sets, Pallets, Drained Lawn Mower, and Grills

## NOT ACCEPTED:

- A/C Units, Refrigerators, & Freezers
- Electronics Including TV's, Computer/laptops & Accessories, Phones, Fax Machines, Printers, Scanners, Stereos, Digital Cameras, DVD Players and Batteries
- Tires
- Automotive Waste (Oil)
- Hazardous Waste Like Gasoline, Gas Tanks, Used Oil, Motor Oil, Propane Tanks, Acid, Household Hazardous Waste, Products And Items Containing Mercury, Medical Waste, Pesticides, Insecticide and Chemicals, Etc.
- 55-gallon Drums (unless both ends are cut out and drum is flattened)
- Construction Debris, Metal Pipes Concrete Or Rock, Dirt Or Sod, and Ashes (Hot Or Cold)
- Broken Glass, Broken Mirrors (unless wrapped in newspaper and labeled)
- Dead Animals
- Fertilizer (depends on quantity-please call customer service at 719-591-5000 before placing in trash)
- Firecrackers
- Fluorescent Tube Lighting Rods, Bulbs
- Lawnmowers And Other Home Yard Equipment (unless the gas and oil have been completely removed)
- Liquids
- Paints, Stains, Sealants (lids must be open and contents dry)
- Razor Blades (unless placed in a hard plastic container with a screw-on lid)
- Syringes, Hypodermic Needles (unless in a proper hazardous materials container - please call customer service)
- Vehicle Batteries & Automobile Body Parts (Doors, Fenders, Tires Etc)

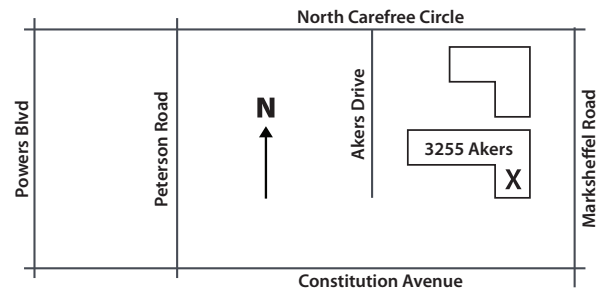
# Household Hazardous Waste Facility

3255 Akers Drive

Monday - Friday from 7 AM - 5 PM  
and  
2nd Saturday of each month from 9 AM - 1 PM

## FREE for El Paso and Teller County Residents ONLY

A donation of non-perishable food items for the  
Care & Share food bank is encouraged.



## ACCEPTED MATERIALS

Hazardous waste must be in labeled, non-leaking containers that can be left at the site.

- Paint, Stains, Solvents, etc.:** Latex, oil-based, aerosol, and hobby paints; lacquers, solvents, stains, strippers, thinners, varnishes, etc.
- Lawn & Garden:** Lawn & houseplant fertilizers, herbicides, insecticides, pesticides, rodent poisons, wood preservatives, etc.
- Household:** Aerosols, ammonia, ammunition, batteries, bleach, cleaners (carpet, drain, oven, toilet), cooking & lamp oils, cosmetics, degreasers, deodorizers, fire extinguishers, fireworks, floor cleaners/waxes, fluorescent lights & ballasts, furniture polish/wax, gunpowder, laundry products, mercury, mothballs, photographic chemicals, propane & butane tanks, (1 lb & 20 lb), rust removers, silver cleaners, sensitive document shredding (limits apply), smoke alarms, spot removers, etc.
- Automotive:** TIRES NOT ACCEPTED. Antifreeze, batteries, brake & transmission fluids, cleaners (bug, tar, chrome, engine, vinyl), flares, fuels, motor oil (5 gallon containers or smaller only), wax, etc.,
- Data Media:** Audio and video tapes, CDs, DVDs, BluRay discs, game cartridges, etc.
- Electronics:** Computers, printers, scanners, audio/video equipment, camcorders, cell phones, digital cameras, fax machines, microwave ovens, toner & ink cartridges, TVs (19" or smaller), etc.
- Medical Waste:** Pills, liquid medicines, ointments, patches, inhalers, etc.:  
All prescription and over-the-counter medications accepted.
- Basic Recyclables:** Aluminum, flattened cardboard, glass containers, metal cans, paper, and plastics #1-7.  
(no sorting) Clean containers only - NO FOOD RESIDUE.
- Porcelain:** \*Remove all non-porcelain parts, and items must be put in the dumpster without staff assistance. The county is partnering with Colorado Springs Utilities to recycle crushed porcelain in local roads.  
(toilets, sinks, ceramic tiles, granite & marble counter-tops, etc.)

### SMALL BUSINESS WASTE PROGRAM

Pre-registration is required.

Call 520-7871 for information on this fee-based program.

Qualifying Conditionally Exempt Small Quantity Generator (CESQG) businesses can drop off their hazardous waste on Thursdays ONLY from 7 AM - 5 PM.

### El Paso County Colorado

Call 520-7871 for information.



### DROP AND SWAP PROGRAM

New/useable household chemicals  
are available **FREE**  
at the Household Hazardous Waste Facility





**UNITED STATES  
POSTAL SERVICE**®

Main Post Office  
USAF Academy, CO 80840

Dear Postal Customer,

This letter is to inform you of how to receive your letter mail and parcels through the Neighborhood Box Unit (NBU) and also to advise you of the lost key(s) charge.

You are being given an envelope which contains multiple keys that will fit your particular mail compartment in the NBU. Please do not keep more than one key on the same key ring in case of loss. **You will be charged \$40.00 for any lock replacement due to loss of keys either while you are still residing or when you don't return any of your NBU key(s) to us upon moving.** In the outside of the envelope you will find your residence address, where the NBU is located and Compartment Number of your mailbox.

Any mail that you receive that is small enough will be placed directly into your assigned mail compartment. Larger parcels will be placed in the parcel locker located next to, below or behind your NBU. This parcel locker can be opened by using the key that is placed in your NBU compartment. Take the key to the parcel locker and unlock by turning the key. Remove the parcel, but **DO NOT ATTEMPT TO REMOVE THE KEY** as it is to remain in the lock for removal by the carrier the following day. Please pick up parcel(s) from the parcel lockers daily so that we can use them the next day for new package deliveries to you and your neighbors.

Accountable mail (Registered, Certified, COS, Number Insured and Express mail articles) and parcels too large to fit in the parcel locker will be brought directly to your residence as long as your carrier can safely reach your front door area. Safety issues can be animals loose or chained in your carrier's pathway and such things as icy walkways. If there is a signature needed and no one is home to receive the article, it will be returned to the Post Office located at 5136 Community Center Dr. to be picked up. You may also request that we redeliver the article again the following day.

If you have any questions, please call the Post Office at (719) 472-0537.

Sincerely,  
Margaret Torres  
(A) USAF Academy Postmaster  
(719) 472-0537

5136 COMMUNITY CENTER DRIVE  
USAF ACADEMY, CO 808040  
(719) 472-0510  
FAX: (719) 472-6549



**UNITED STATES  
POSTAL SERVICE**®

Main Post Office  
USAF Academy, CO 80840

# Air Force Academy Family Housing **KEY CLEARANCE FORM**

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_

\_\_\_\_\_

DATE CUSTOMER TURNED IN KEYS TO NEIGHBORHOOD MAIL RECEPTACLE:

Roundate: \_\_\_\_\_ Clerk Initials: \_\_\_\_\_

THANK YOU FOR YOUR COOPERATION IN THIS MATTER,

Postmaster, USAFA  
PO 80840-9998