



New Move-in
Carpet Information



Rising View

New Move-in Carpet Information

May 2014



There are always many questions about carpet, so we thought we would explain it so there are no surprises when you move out.

This book is intended to be helpful and educational, not policy. Policies can change anytime without notice.



When you move in the carpet in the home will either be new or will have been cleaned.

If the carpet is not brand new, it may have a stain or two, but you can be rest assured that it has been cleaned and sanitized in between each resident.



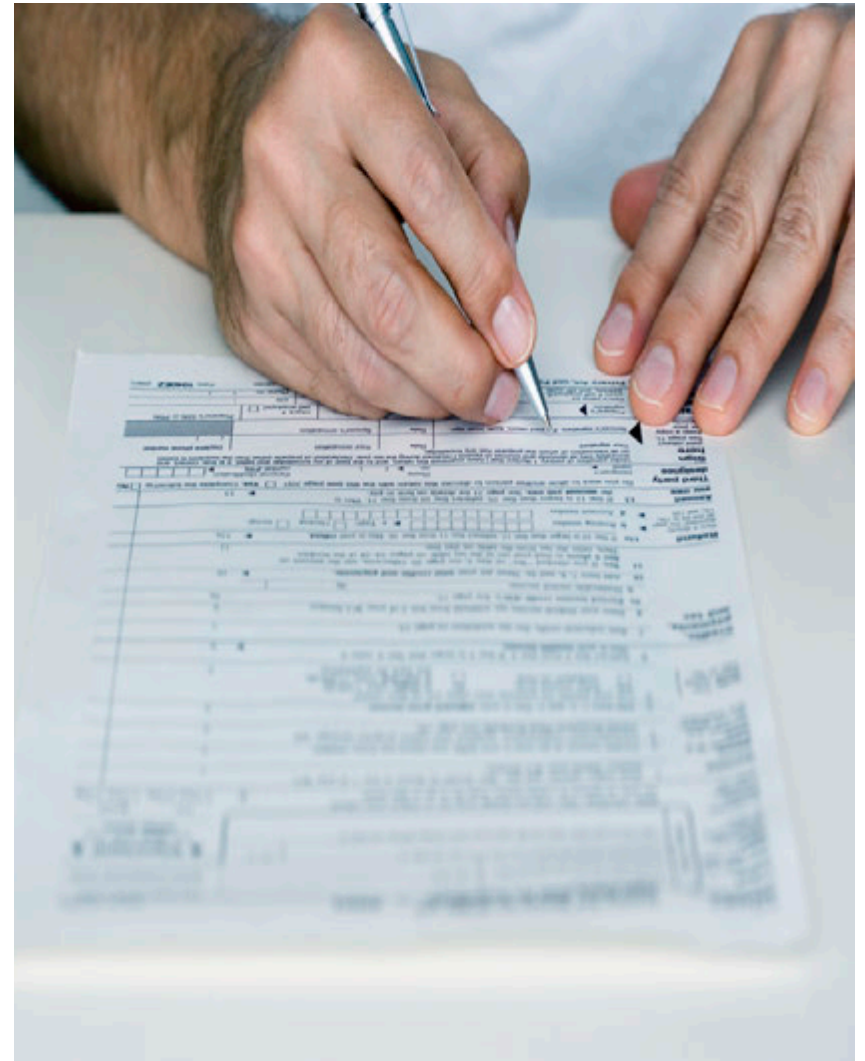
New carpet should last 7 or more years.

However, **no matter the age of the carpet**, if you, your pet, a household member or your guest(s) have damaged the carpet or vinyl, you will be held responsible for the damage(s) when you move out.

At the end of this book you will find a list of "Helpful Hints to Avoid Move-out Charges".



Upon move in, you will be asked to fill out/sign a 15 Day Move-in Inspection Form. You will document any stains or spots on your carpet that you do not want to be held responsible for when you move out. You need to be as specific as possible.





You are required per the lease agreement (and HMO informs you at their briefing) that you must fill out and return the 15 Day Move-in Inspection Report within the first 15 days. If you do not, you assume all responsibility.

For your convenience, we allow you 15 days to fill out the form and turn it in.



**The next few pages will show you
examples of carpet damage.**

*Damage is not limited to the items shown in this presentation.



Notice the dark stains on the carpet to the right? Make sure your furniture doesn't leave a stain behind. We consider this damage because it is above normal "wear and tear."





Spots and stains are considered damage.
Use caution when using shoe polish or
wearing shoes/boots inside the home.





If you choose to wear shoes in the home, heavy traffic stains are also considered damage (note outline of the furniture below).





Did you know that red is the hardest color to get out of carpet? Omitting red Kool-Aid from the home is a good idea! This is damage and is nearly impossible to get out of the carpet.





What do we do if we cannot get the stain(s) out?

We may charge the resident for damage. Then, we hire a professional carpet cleaning company to attempt to repair.

If the carpet cannot be repaired, we may have to replace the carpet in that room. We may also have to replace the carpet in the adjoining room(s) in order to make the home look presentable to the next renter and to maintain our standards.

This photo shows traffic stains. The more you walk on it with shoes on, the more the stains get deposited into the carpet which makes it harder to clean. This carpet had to be replaced.





Sometimes we see spots/stains that we cannot explain, but they are treated as damage. The professional carpet cleaning company will tell us if it can or can not be removed by cleaning. If the stain(s) can not be removed, we have to replace the carpet at the residents expense.





Sometimes the carpet looks good, but there is evidence of pet urine. If the inspector smells animal, pet urine or sees signs of pet urine, a professional carpet cleaner will come and inspect. He will let us know what his findings are. Pet urine is damage. Sometimes we have to repair or replace the carpet at the residents expense.



In many cases, if we have to replace the carpet due to pet urine, we may also have to replace the padding and seal the floor. You may be charged for the repair.



Pet damage is obvious to us. Plush carpet will not “fray” or “unravel”. This damage is from a cat or a dog. We can assume a dog since the area is so large.



The damages in the photos below are from a dog. We typically do not patch the thresholds in between doors because it is a high traffic area. This means we may have to replace the carpet at the residents expense.





Helpful Hints to avoid move-out charges:

- Vacuum one time per week per person living in the home. This will help prevent traffic stains. (this is a manufacturer recommendation).
- Don't wear shoes in the house.
- Don't buy red or dark colored Kool-Aid. There is nothing over the counter that will remove Kool-Aid from carpet!
- NEVER USE BLEACH OR BLEACH PRODUCTS in the home and especially on the carpet!
- If you are going to try a product on the carpet, try it in a closet corner first to ensure it doesn't discolor the carpet.
- Shine your shoes/boots outside.



Helpful Hints to avoid move-out charges (continued):

- Nail polish usually cannot be removed from carpet.
- Don't use regular household cleaning chemicals on your carpet. It may discolor the carpet or lock stains in.
- If you spill something and cannot get the spot out yourself, call Rising View and we will have someone come over and help you*
- Walk your dog on a regular, consistent basis to avoid accidents in the house.
- Don't buy a dog if you are never home. They can't hold it all day!
- Train your animal not to dig or chew on the carpet.

* A carpet cleaning fee may apply, but an estimate can be provided before service.



Thank you for living at Rising View!

We hope you enjoy your stay!

**If you have any questions or concerns,
please mention them before signing the
rental agreement lease.**

* This presentation is for educational purposes only and subject to change at any time without notice. Not all types of damage are listed. Rising View is not limited to charging move-out charges (or damages) based on the information provided in this presentation. Each home is individually evaluated at the time of move out.



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CARPET ADDENDUM

Date:

Address:

Lease start:

Age of carpet at move in:

_____ (please initial here) New carpet should last 7 or more years.

_____ (please initial here) No matter the age of the carpet, if you, your pet, a household member or your guest(s) have damaged the carpet, you will be held responsible for the damage(s) when you move out.

I have reviewed the Rising View Carpet Information April 2014 and understand my responsibilities.

X _____ Date: _____

X _____ Date: _____

X _____ Date: _____

X _____ Date: _____

_____ Date: _____

Relocation Specialist