



Move Out Packet

We know you have many choices of where to call home and we at Rising View want to sincerely thank you for choosing to live with us during this season of your life.

Table of Contents:

Page 2: Guaranteed Cleaning Companies

Page 4: Frequently Asked Questions

Page 5: Cleaning Guidelines

Page 8: Damage Charges

Page 9: Contact Information

Guaranteed Cleaning Companies

Interior Cleaners

- All cleaners on this list guarantee a passing final for cleaning
- Call cleaners to set up a time to come to your home for a price quote.
 - Just getting a price quote is not the same as signing a contract. You must sign a contract with one of the cleaners for a guaranteed Final.
- Interior cleaning does not include carpet cleaning or exterior cleaning unless noted in your contract

Inspection Ready

On-base access*

Specializing in military standard house cleaning and carpet cleaning
See reviews on Google, Facebook, & BBB.
Call 402.999.3020 to schedule your in-home assessment.

5-Star General Cleaning Services

On-base access*

Your dirt is our business.
Cell – 402.926.1480
Office – 402.933.0386
Retired Military – Been in your shoes & we get it!
Credit and debit cards accepted.

Spotless

On-base access*

Amal Thomas: 857-452-2224
We give you a peace of mind that everything will be done right.

Swept Away

On-base access*

Jennifer: 402.292.7936 or 402.201.7673
19 years of experience – Guidance option –
Stress free transition when you go with me.

All in the Family Cleaning Service

On-base access*

Christina Dotson: 402-206-5015 or
shesadotson@gmail.com
Family-run cleaning service offering top
quality cleaning experience.
Previous experience cleaning base housing.

L.C.'s Cleaning Service

402.681.2702

LC will do the Inside and out bid for
cleaning.

Light Switch Cleaning

Kirk Engel: 402.707.5458 or
lightswitchcleaningcompany@gmail.com

Frontier Cleaning

On-base access*

Dennis Smith: 402.650.0057
I've been where you're at. Text Inquiries
Accepted.

Exterior Cleaners

- All cleaners on the list guarantee a passing final
- Call cleaners to set up a time to come to your home for a price quote.
 - Just getting a price quote isn't the same as signing a contract. You must sign a contract with one of the cleaners for a guaranteed Final.
 - Also please note that having the lawn mowed, edged and clippings cleaned up by a mowing company is not the same as a full exterior clean. A full clean includes windows, porch/patio, flower bed cleanup, mulch and full lawn services.

Inspection Ready

On-base access*

Specializing in military standard pressure washing, lawn and landscape. See reviews on Google, Facebook, & BBB.

Call 402.999.3020 to schedule your personalized assessment.

5-Star General Cleaning Services

On-base access*

One Stop Service Retired Military and Family Business

Credit Cards accepted!

402.926.1480 or 402.933.0386

L.C.'s Cleaning Service

"Quality is our work"

402.455.6275 or 402.681.2702

Cleaning government and commercial contracting.

Light Switch Cleaning Company

Kirk Engel: 402-707-5458

Inside and outside cleaning

Carpet Cleaners

- All carpeting must be clean, stain free, odor/fragrance free, and completely dry at the time of final inspection. If not, you may be charged for professional cleaning/replacement.

Best Carpet Cleaning and Restoration

On-base access*

402.393.6110

Inspection Ready Carpet Cleaning

On-base access*

402.999.3020

Pre & Final Inspection FAQs:

Q: Do I need to be home for my Pre and Final inspections?

A: For your Pre-Inspection, No. Your No Contact Pre-Inspection will be conducted by phone or video call. If you want your inspector to see something in your home, please be prepared for a video call.

A: For your Final Inspection, Yes. Your No Contact Final Inspection will be conducted at your home. An inspector will arrive at your home and you or your SPOA (Special Power of Attorney) can choose to wait in your car or on the front porch. We ask that you maintain a minimum distance of six feet for social distancing safety.

Q: Do I need to do anything to prepare for my Pre-Inspection?

A: No. We do not expect you to have the house cleaned at the time of the Pre, but rather will be calling to help you know what needs to be done to help get you ready for your Final.

Q: Will I have a specific appointment time for my inspections?

A: No. You will pick either an 8-11 AM or 1-4 PM appointment time frame for each appointment. Your inspector will give you a heads-up text or call when they are on their way to your final inspection.

Q: If I hire from the Cleaning Companies list, do I need to be present for the Final Inspection?

A: No. If you indicate during your Pre-Inspection that you have hired a cleaner off the recommended list, you do not need to be present for the Final Inspection. During the Pre-Inspection we will meet at your home or the Leasing Office to sign papers and to receive a copy of your contract from one of the cleaning companies on the list.

- **Please take note that you will still be responsible to pay for all damages to the home including carpeting and other flooring in the home and or any damage to the exterior or grounds of the home.**

Cleaning Guidelines

We thank you in advance for having no fragrances (sprays, warmers, plug-ins and or deodorizers) present in the home during the final inspection. The home needs to be fragrance free in order for us to accurately evaluate the home's condition.

Please don't start to prep the home or do any repairs until you have your pre-inspection.

Many times residents end up doing unnecessary things or something that would actually cost extra, such as using touch up paint or trying to treat the carpets before the Pre and damaging carpets that may have been cleanable!

Below you will find cleaning guidelines and recommendations to help ensure a smooth, carefree final inspection.

All keys/remotes must be turned in at the home during final, if not the charges are \$5.00 per key and \$45.00 per remote.

- 1. RANGE/OVEN/MICROWAVE** – Do not use commercial oven cleaners in self-cleaning ovens as they will cause damage. Please do not use flammable solutions or oven cleaner on aluminum parts. Remove all loose/burned food particles, grease, and dirt from all accessible surfaces. Lift range top and clean the underside. Pull range out from wall and clean sides of range, cabinets, walls, and floor. (Make sure all oven cleaner residue has been removed including roof of oven). Bar Keeper's Friend powder (right next to the Ajax and Comet) used with a fresh green Scotchbrite pad will remove any buildup around burners on the stovetop. There should be no visible buildup or grease on any surfaces, burners and racks should be silver and interior of the oven should be gray with no cooking residue. If there is still residue on the inside of the oven you may use a pumice stone (available at most stores in the cleaning aisle, don't use the pumice stones from the foot aisle they will damage the surface). Continually dipping the pumice stone in water to keep it wet will assure you cause no damage to the oven surface. Use a safety razor to clean the oven glass, Don't try to remove front oven glass, you are not required to clean inside the two pieces of glass only the exterior.
- 2. EXHAUST FAN/VENT/HOOD** - Ensure fan is off. Remove grease from all surfaces. Soak filter in hot water with detergent, dry, and replace. You may also clean the filter by running it through the dishwasher. Clean fan blades.
- 3. REFRIGERATOR** – Clean door seals (especially accordion folds). Pull out from wall using caution as the unit will roll forward and back only, moving sideways will damage floor. Clean wall, floor, cabinets, sides and top of refrigerator, do not use magic erasers on the exterior as it will remove the shine from the glossy finish. Remove dust from rear coils; use proper electrical caution. Remove and clean "kick plate". Leave the refrigerator on a medium setting. Buy two boxes of baking soda, open, and place one in the freezer and one in the refrigerator. Leave appliances pulled out for inspection.
- 4. DISHWASHER** – Remove food items in food trap and all grease and stains. Clean all surfaces, float device, rubber seals, soap dispenser and remove scum on interior bottom door and dry exterior surface to prevent water spots.
- 5. GARBAGE DISPOSAL** – Clean rubber collar and remove residue. Running ice cubes through the disposal will help to clean the disposal blades. You should never put your hands inside the disposal.
- 6. SINK/COUNTERTOPS** – Use only non-abrasive cleaners on countertops. Try using non-abrasive cleaners and or Bar Keeper's Friend (you can find it at most stores right next to Comet in the cleaning aisle) on the sinks to remove stains; if stains are still present residents may use a pumice stone keeping it wet at all times (use only on porcelain surfaces, not countertops and only according to directions or damage may occur). Next clean faucet and all silver surfaces, please do not use corrosive cleaners or cleaners like Lime Away or CLR on metal surfaces (damaged, stained or corroded metal surfaces will need to be replaced at resident's expense). There should be no calcium deposits or water spots. The best cleaning solution is 8 oz. white vinegar mixed with 2 oz. Dawn dish soap in a spray bottle. Thoroughly spray all faucets (front and back) and all drains and let them soak for 30 minutes, then use a toothbrush to scrub all the cracks and crevices, repeat several times if necessary to remove all calcium buildup.
- 7. CABINETS/DRAWERS** – Clean interior, exterior, doors, and hinges (free of grease). Remove all shelf-paper as well as any child prevention locks. If cabinets/drawers are damaged from self/contact paper resident will be charged for repair. Vacuum to insure drawer corners are free of all dirt/crumbs. Use a step stool to clean the tops of all cabinets.

8. **FLOORS** – If tile floors exist, no wax should be used on floors, don't use acrylic floor cleaners. Floors should be scrubbed to remove dirt from crevices. Use a toothbrush or small brush to remove dirt buildup in corners and baseboards. If vinyl, or LVT planks exist, all vinyl should be in good clean condition with no scratches, tears or gauges. Resident will be responsible for all damages to flooring to repair back to its original condition.
9. **CARPETING** – A carpet inspection will be set up at the time of your Pre-inspection, please don't be concerned about trying to have the carpets cleaned before the Pre inspection, many times we can give you info on cleaning carpets that will save you extra costs. The carpet inspection that will be scheduled during your Pre inspection needs to take place before your Final inspection, your house needs to be empty with no pets present. You don't need to be present for your carpet inspection as there is no set time and the carpet inspector will have a pass key. If you are cleaning carpets yourself or hiring a carpet cleaning company the carpets must be clean and dry before the carpet inspection. Stains should be removed without discoloration or damage to carpets. Stains/soiled/bleached/pet stained carpets could be treated as damage beyond fair wear and tear, and the resident could be charged. Residents could also be charged because of excessive soap left from improper use of rental carpet cleaners. If carpet needs to be replaced, final cost will be based on the remaining expected carpet life.
10. **WALLS/DOORS/CEILINGS/BASEBOARDS** – Clean the entire surface and electrical outlet covers. This includes the areas behind the range and refrigerator. All nails, hooks, hangers, ceiling hooks, tape, tape residue, screws, etc. should be removed. Extensive use of fragrance plug ins/scented oil warmers and/or fragrance furnace filters are not permitted. Candles (regular and unscented) or candles with untrimmed wicks may also cause build up around vents and ceilings which must be cleaned and removed. Don't patch the walls, although we appreciate the help, in most cases the patches will need to be "re-done" by our maintenance department especially in homes that have textured walls. We do not charge for nail holes smaller than a golf ball size. Do not attempt to patch the walls. If you have a hole larger than a golf ball there may be a small fee to repair them. This will be discussed at the Pre inspection. Pet hair, dust and dirt build along the baseboards must be removed in every room including closets in order to get them ready for the painters. The pet hair is not normal wear and tear and could be considered damage if not removed from the home. Light marks on the wall that can be covered with one coat of paint are considered normal wear and tear. All dirt and dust buildup, food particles, stickers, 3M tape, and foreign objects on the walls and baseboards must be removed without damaging the wall or paint.
11. **PAINTING** – Smoking in the home may cause damage. In most cases, a 2nd or 3rd coat of paint is required. The additional materials and labor is considered damage and will be charged to the resident moving out of the home. If the home needs to be sealed the cost for sealing the home is \$615 - \$650 and up. If the HVAC duct work needs to be cleaned out the cost is \$350 - \$500 also at the resident's expense. • If you have received permission to paint in your home you will need to return the walls back to the original color, if you have used one of the three authorized colors you would not need to repaint but would need to fix any overpainting on ceilings baseboards etc.. **PROFESSIONAL PAINTERS- AVAILABLE AND ENCOURAGED! ASK FOR DETAILS! THANK YOU** for keeping your home beautiful! We really appreciate it! Please, before painting, tape off ceilings and baseboards and lay down tarps or plastic to protect the carpet. Also, don't get any paint on the mini blinds or other hardware such as light fixtures, door knobs, light switch covers, etc. You would be responsible for any paint cleanup. **DO NOT PATCH THE WALLS!** Although we appreciate the help, in most cases the patches will need to be "re-done" by our maintenance department especially in homes that have textured walls. We may have to charge you an hourly rate to correct the patch(s).
12. **BATHROOM** – Remove soap scum, calcium deposits, mildew, and film from all surfaces. Shower doors must be completely free of all soap scum, corrosion and water spots, the vinegar and dawn dish soap solution mentioned in section 6 will help dissolve the hard water buildup. Bar Keeper's Friend powder (right next to the Ajax and Comet) used with a fresh green Scotchbrite pad will remove rust stains from plastic showers and vinyl floors. Shower/bathtub caulking should be scrubbed clean, uncleanable stained or mildewed caulking will be replaced by our maintenance team after your final at no cost. Clean the mirror, cabinet, countertop; exhaust fan grill, faucets, soap tray, toothbrush holder, towel bars, and all other surfaces. Remove and clean toilet tank cover and exterior of tank. There will be no rings or buildup of any kind in the toilet bowl or under rim, if stains are still present residents may use a pumice stone (use only according to directions always keeping it wet or damage may occur).
13. **BLINDS** – Must be clean. Clean top of blind valances and all slats. Warm soapy water is recommended. Final vinegar rinse will remove all residue/streaks from cleaning products. Damaged blinds are \$15 for single and \$26 for double windows. If replacing yourself they should match in each room and must be hung at time of final or you would be charged.
14. **CLOSETS** – Must be clean. Remove paper and glue residues from shelves. Clean all surfaces. Ensure corners of closets are free of dirt. Use a vacuum cleaner in corners and tracks. Use a stool/step ladder to ensure you can reach/see all surfaces. Use soap and water or cleanser on all surfaces.
15. **LIGHT COVERS/CEILING FANS** – Light covers must be taken down and cleaned and then put back up. The resident is responsible for having all light bulbs in place and working at final inspection.
16. **AIR VENTS/REGISTERS** – Clean/vacuum dirt, dust, and remove grease from all vents. Vents may also need to be cleaned with warm soapy water and brush in some cases.
17. **WINDOWS/WINDOW SILLS/SCREENS** – Remove mold, tape, and stickers. Use a toothbrush to clean trim and window latches. Window should be opened and interior sills will be cleaned thoroughly; clean all windows that are reachable inside and out. exterior "windows" do not need to be cleaned from November 1st – April 30th. Window screens should be sprayed or brushed clean. Screens that have holes in them caused by pets and or children would be charged to resident.
18. **BASEMENT (if applicable)** - Remove all cobwebs, sweep and rinse/scrub the floors as needed. Remove any staining on walls or floors. Clean all windows inside and out. Also clean out all basement window wells. All outside window well covers should be in good condition and replaced as needed or you will be charged at final.

August 7, 2020

19. **UTILITY ROOM/STORAGE AREA** – Clean and sweep floors to include removing stains. Clean doors and walls to include all mildew. Remove all cobwebs from floors and walls.
20. **HEATING/COOLING** – Dust and clean all exposed areas of equipment (e.g. hot water heater, furnace, etc.), inside home. Ensure equipment is off during cleaning to prevent injury. Clean exterior surfaces with a damp cloth. Place a new filter in furnace. Clean air conditioner coils by spraying with water hose and or using a brush.
21. **DRYER VENT** – Remove all lint/debris/bugs, etc., with long brush and vacuum.
22. **DOORS, SLIDING GLASS DOORS, TRACKS** – Remove stains, dirt, tape, nail's, mildew, and fingerprints (including vertical blinds and glass doors).
23. **GARAGE/CARPORT/STORAGE** – Should be clean. All surfaces will be free of spider webs, bugs, dirt, etc. Sweep floors. Oil spots and stains should be removed using stain/ degreaser ("Purple Power" – a product available in the automotive department at Walmart works extremely well, if diluted and rinsed well). Never use gasoline or other flammables to clean. Scrub and or use touchup paint or primer to cover any marks on walls. Clean garage doors and windows inside and out. Clean cabinets inside and out. If the occupant has used the garage/carport for painting and paint cannot be removed during normal cleaning process, it will be treated as resident damage and charged to the resident for repair upon clearing.
24. **REMOVE ALL TRASH FROM THE PREMISES** Regardless of your trash pickup day, all trash inside and out must be removed including trash in cans and at the curb prior to move out. If you still have a few bags of trash, ask a neighbor to help you out (reminding them someone will do the same for them when they move out) scrub and dry trash cans and recycle bins, turn them right-side up with lids in place and put in garage. Additional note, if a neighbor takes your trash for you it should not be put out at their curb until the evening before pickup and only with their permission.
25. **EXTERIOR STRUCTURE** – Remove mildew, mud, visible stains, cobwebs, and all marks on exterior surfaces including soffits and overhangs. Clean all entryways (doorbell/doors/frame/thresholds). Use a broom to remove cobwebs
26. **LAWN/SHRUBBERY** – Grass should be no higher than 3-4 inches, recently mowed and edged with grass clippings bagged or raked up. Remove grass and weeds growing in cracks. Police the grounds. Rake leaves. Trim bushes. Remove weeds from yard and flowerbeds, re-mulch beds as needed. During growing season rake and place top soil and grass seed in all bare areas ,dog runs, pool areas, shed areas etc. (it may take up to 10 days to grow new grass). Resident will be charged if grass is not healthy and growing in all areas (no weeds or bare spots).
27. **FENCES** – Remove debris, dust, and cobwebs. All fences should be removed unless approved by the Rising View Office to remain. All weeds must be removed from fence line or where fence was. Approval will be based on appearance, type of fence, and written acceptance from the new resident (if applicable) prior to final inspection.
28. **SIDEWALK/DRIVEWAY/PATIO** – Remove oil spots/stains. Scrub clean. Use stain remover and/or detergent (see info under #23 garage heading). Stains not removed by the resident may be treated as resident damage for which the resident will be charged at the Final. Patio (fence, walls, ceiling, and floor) must be free of any dirt, debris, mildew, pet stains/odors, and cobwebs. All snow/ice must be removed from sidewalk/driveway.
29. **THRESHOLDS & ENTRANCE SIDEWALK** – Should be clean. Scrub as needed to remove all dirt, oil, mildew, debris, cigarette butts, etc.

**ALL CABINET DOORS, DRAWERS ETC. SHOULD BE OPEN AND
READY FOR THE FINAL INSPECTION**

Damage Charges

Blinds

Small, 3ft wide or less: \$15
Large, Larger than 3ft: \$26
Vertical Patio: \$65
Vertical Slats: \$5/each
Wooden Blinds: \$60+

Painting

Wall Marks: \$35/hr
Doors: \$40+
Ceilings: \$30/each
Paint: \$35 per coat/per wall
Paint Clean-up: \$30 per hour
Smoke Damage – Full paint: \$600-\$1000+

Drywall Repair

Small (Under golf ball): \$0
Other repairs: \$35+
Remove Self-Adhesive: \$10/each
Remove Nails: \$1/each

Screens

Rescreen: \$30-\$40
Replace: \$40-\$60

Carpet

Patchwork: \$45+
Sealing Floors: \$60-\$400
Replacement: **
Depreciated according to carpet age. Carpet will be replaced if determined by professional that it is not repairable or serviceable or is damaged by pet.

Vinyl/Hardwood

Refinish hardwood/full cost: **
Patchwork: \$45+
Replacement: **
LVT plank replacement: \$10 per plank

Appliances

Fridge: \$700
Condiment Bar: \$25
Crisper Drawer: \$55
Microwave: \$250
Stove: \$545-\$575
Oven Rack: \$25/each
Garbage Disposal: \$80
Dents in appliances: \$30-\$50

Alarms

CO2 Combo: \$65
Smoke: \$25
Thermostat: \$50

Siding

Repair/Replace: \$20 per panel

Electrical

Outlet Cover: \$3
Globes: \$10

Locks and Keys

Key charge: \$5/each
Garage Remote: \$45
Entry Lock: \$50

Doors

Door patch: \$50+
Slab Door Replace: \$95
Panel Door Replace: \$150
Bi-fold Door Replace: \$95
Front/Back Door: \$210+
Screen Door: \$60+
Garage Door: \$300+
Garage Door Panel: \$50+
Garage Door Sensor: \$65/each
Door Passage Knob: \$20
Door Jam Casing: \$75+
Door Trim/Baseboard: \$30 per 8ft
Threshold: \$10
Door Labor Only: \$15+
Garage Support Strut: \$92

Windows

Window Trim Replacement: \$30 per 8ft
Window: \$200+
Window Lift Bar: \$15

Bathroom

Tub/Shower Surround: \$350+
Toilet: \$105
Tank lid: \$30
Towel Bars: \$15/each
Toilet paper tube: \$2

Carpet Cleaning

Basic Clean: \$160
Stain Removal: \$25+
Pet Treatment: \$50+

Duct Cleaning

Per Vent: \$50

Cabinet Door

Repair: \$35+
Replace Door: \$100+
Replace Drawer: \$50+

Misc.

Vent Cover: \$6
Kitchen Faucet: \$75
Bath Faucet: \$65

Countertops

Linear Foot – 8 ft minimum:
\$27.50/ft
Miter Cut: \$35 extra
Sink Cutout: \$45 extra

Interior Cleaning

Hourly rate: \$60
Blinds: \$15/each
Trash Haul-a-way: \$25+
Furniture Haul-a-way: \$50+
Vent Cleaning: \$400+

Exterior Cleaning (weather permitted)

Minimum: \$40+
Full Exterior: \$250+
Lawn bare areas: \$3 sq. yard
Mulch Flower Beds: \$50+
Garbage Cans Cleaned: \$15 each
Garbage Can Missing/Broken: \$50 each
Oil Stains: \$40/hr
Shrubs Cut: \$40/hr
Grass Cut: \$40+
Leaves Removed: \$50+
Snow Removed: \$50+
Crack Grass Removed: \$25+
Bush Replacement: \$35 each
Window Wells Covers: \$10 each
Remove Pet Feces: \$60/hr

****ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE****
Prices for damaged or missing items not listed will be based on replacement estimate.

Contact Information

Rising View Inspector:
402.991.9840 ext. 4
CSchlüssel@Burlingtoncapital.com

Rising View Leasing Desk:
402.991.9840 ext. 1
Offutt@Burlingtoncapital.com

Rising View Maintenance Desk:
402.991.9840 ext. 3

Military Housing Office:
402.294.6242