University Villages Vacate Policy & Procedures

Vacate Policy

A 30-day vacate notice is required, NO EXCEPTIONS. The tenant will be charged up to 30 days rent unless 30 days notice is given. A vacate date **must** be indicated on the Intent to Vacate Notice. If you indicate a vacate date beyond your 30 days, you will be charged through that date. Apartments are reassigned upon receipt of the vacate notice and according to the date tenant indicates they will be vacating. If you do not vacate by the date you indicate, we will re-key the unit and place your belongings in storage. You will be billed for the re-key, transfer of belongings and storage. **Vacate dates may not be extended** except in case of extreme emergency (hospitalization or death). The University Villages Vacate Form is found at: [www.umt.edu/residencelife/forms](http://www.umt.edu/residencelife/forms)

Checkout Procedure

1. All apartments must be thoroughly cleaned and all trash removed from the apartment, porch, storage closets, and/or balcony. **All carpets must be cleaned by a professional carpet cleaner or University Villages upon vacating the apartment.** A receipt for this service from a professional carpet cleaner company must be presented when you turn in your keys. Renting a steam cleaner is not allowed. Hiring someone not on the approved list can result in additional cleaning charges billed to your account if the job is unsatisfactory. If carpets are not cleaned, management will make arrangements for cleaning and charge the expense back to the tenant. A clean-up fee will also be charged to the tenant in all cases where the apartment has not been cleaned as specified.

   NOTE: Professional carpet cleaning receipt should be turned in with keys.

2. When you are completely moved out, return the keys to the University Villages Office. Before leaving, be sure all doors and windows have been closed and locked. If the apartment has not been locked, the tenant will be responsible for shortages and damages. The apartment will be inspected as soon as possible after the keys have been turned in to the office. **Rent will continue until the keys have been turned in.** A fee of $60.00 per exterior door will be charged for lost keys. (NOTE: Some apartments have three (3) exterior doors, thus a charge of $180.00 will be assessed for a lost key). If you wish to leave after office hours, place the keys in a signed, sealed, dated envelope and place into the drop-box at the University Villages Office.

3. Moving vans, trucks, automobiles or trailers will not be permitted on the sidewalks or grass at any time. A $35.00 fine will be assessed for the first offense and an additional $50.00 fine will be assessed for each subsequent offense.

4. **Tenants residing in Elliott Village or Toole Village must inform the NorthWestern Energy Company when they vacate.** NOTE: During the winter months, set the room thermostat at 70 degrees. Do not turn the gas off. Do not switch any of the electrical breaker switches off. Please make sure all windows are closed and locked if possible.

5. **Remember to change your mailing address on CyberBear.** Deposit checks cannot be forwarded, so make sure your mailing address in CyberBear is accurate.

6. Change of address can be done through the Postal Service at [www.usps.com](http://www.usps.com) or at your local post office.
Cleaning/Damage Fees

Listed below are examples of minimum cleaning fees that can be assessed for failure to complete any of the checklist instructions:

1. Range/oven cleaning $45.00
2. Refrigerator cleaning $35.00
3. Toilet cleaning $10.00
4. Bathtub/shower cleaning $25.00
5. Wall washing $20.00/hr*
6. Floor (tile/vinyl) cleaning $20.00/hr*
7. Light fixtures $5.00/ea
8. Window cleaning (interior) $5.00/ea
9. Extra custodial (garbage) $20.00/hr

*One hour minimum

For your cleaning reference, the following is a guide to assist in meeting our cleaning requirements for the refund of the security deposit:

1. **Kitchen**: Scrub the sink, countertops, cabinets, range hood or exhaust fan and behind the range. **Range**: Clean range top, burner rings, drip pans, under burners, and area beneath burners. Clean all inside oven surfaces with an oven cleaner, removing all traces of food and burned encrusted food. 
   **Refrigerator**: clean, removing all traces of food and odor.

2. **Bathroom**: clean tub, toilet and basin, removing all traces of grime and detergent build-up. Clean medicine cabinet inside and out. **Wainscoting around Tub**: scrub down, removing all traces of soap scum. **Wall Surface by Basin**: scrub down, removing all traces of soap scum.

3. **Floors**: mop and/or scrub all linoleum and tile areas, removing all traces of dirt and wax build-up. Vacuum all carpet areas. Vacuum or dust baseboards.

4. **General**: dust panel wall. Clean all light fixtures and switch-plate covers. Wipe clean all closets and dressers (inside and out), entry door(s), and inside doors. Clean all windows, inside and out. No trash is to be left in the apartment or on the porch areas.

5. **Elliott Village and Toole Village Residents**: Clean the floor of the furnace room, removing accumulated dust from furnace and water heater surfaces. 
   **Craighed/Sisson Residents**: Vacuum and/or clean all hot and cold air registers and baseboard heaters.

6. **Carpet**: Hire a professional carpet cleaner from the approved list or request to have University Village clean all carpets upon vacating the apartment. Hiring someone not on the approved list can result in additional cleaning charges billed to your account if the job is unsatisfactory.
   - **University Villages Carpet Cleaning Fees are**: Studio = $60.00; One Bedroom = $75.00; Two bedroom = $90.00; Three bedroom = $110.00; Large stains are an extra charge.

7. **Walls**: Do not attempt to cover up nail holes with spackle. Many times the color of spackle does not match the paint on the wall and we will charge repaint the walls. Our paint crew has the proper color for touch ups and can easily patch small nail holes at no extra charge.