

# VON KLEIN PROPERTY MANAGEMENT, LLC

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## Cleaning Instructions for von Klein Tenants

Instructions also available at [www.vonkleinrentals.com](http://www.vonkleinrentals.com)

You will be moving soon. We are giving you this cleaning list so you will know what our expectations are when we check your apartment/house. We hope to find your apartment/house ready to rent to the next tenant. In order for us to ensure that you receive your security deposit promptly and without deductions, the following items must be completed. Management will have the final judgment of cleaning. We charge \$ 30.00 per hour to clean.

We had your carpets and drapes/blinds professionally cleaned before you moved in. We will have them professionally cleaned after you move out. As stated in your lease agreement, you are responsible for those charges and the cost will be deducted from your security deposit.

All current and past due rent, deposits, fees, cleaning and any damages to the unit will be deducted from your deposit(s). A final accounting of your security deposit will be mailed to you.

You must leave your forwarding address with the office or your resident manager. Please remember to let the Post Office know your forwarding address as well so your mail can be forwarded to your new location. Failure to do so can delay receipt of your security deposit refund. If you fail to leave a forwarding address, we will mail it to your last known address (the unit you just vacated) with a request for the Post Office to forward it. We are not responsible for any additional time the Post Office takes to deliver it.

A **CLEANING WALKTHROUGH** to check the cleanliness of the apartment/house may be scheduled with someone from the main office. You may call the office at 541-485-7776 to make an appointment. Appointments must be scheduled at least two days in advance. You must be ready to turn over all keys and garage remotes to the office or complex manager. This means the apartment/house must be emptied of all personal belongings and furniture (furniture owned by von Klein Property Management is to be left in the unit) before the scheduled walkthrough. If the apartment/house is not ready to be turned over within one hour following the appointment, the offered cleaning cost estimate is void and you must reschedule another walk through to obtain an accurate and valid estimate. You are responsible for any additional rent incurred until you return all keys for the apartment/house to management. Do NOT leave your keys in your apartment/house. If you elect not to request a walk through or an appointment time cannot be accommodated you agree to accept the cleaning charges as assessed by management. Keys must be marked and turned into your resident manager or to the von Klein Property Management office. All the following items are inspected and expected to be done. Anything on this list not done will be done by cleaners at the tenant's expense.

## I. Kitchen

### A. Refrigerators

1. **DO NOT TURN OFF OR UNPLUG THE REFRIGERATOR.** All refrigerators and freezers must be completely defrosted by turning off the freezer and letting the ice melt (do not pry the ice off the freezer it will damage it). If you poke a hole in the freezer, a new refrigerator will have to be purchased at your expense. Once the freezer is defrosted turn it back on and ensure it is on a cold setting.
2. The refrigerator and freezer must be completely wiped out and each part cleaned. The inside of the refrigerator and freezer must be free of all food, hair and water. The outside and the top of the refrigerator must be wiped clean. If the refrigerator is stainless steel, you must use a nonabrasive cleaner made for appliances.
3. Pull out the refrigerator and clean the floor underneath and the wall behind if necessary.
4. Ice trays must be washed and left on the top of the refrigerator.
5. Remove any stickers on the door without scratching the surface. We charge for removing stickers from appliances. A product called Goof Off works well in removing a sticky residue from appliance surfaces.
6. The refrigerator must be left at the lowest setting and left closed. **Do not turn the refrigerator off, it will mold and will have to be cleaned again at your cost.**
7. Replace any burned out bulbs.
8. Clean the magnetic strip around the refrigerator and freezer doors.

### B. Ovens and Stoves

1. **Ovens.** If you do not know if your oven is self-cleaning check with the resident manager or the office. If you damage a self-cleaning oven by using oven cleaner in it you will be charged to replace the oven.
  - a. **Self-Cleaning Ovens:** The oven is self-cleaning. You cannot use oven cleaner in the oven. It will destroy the inside cleaning shield of the oven. Turn the oven on self-clean as the instructions on the stove states. The oven will smoke and stink depending on how dirty it is, (open your apartment/house door or windows if the smoke detector goes off, push the hush button to quiet the detector) after the four-hour cleaning cycle let the oven cool down and wipe it out thoroughly and wash the racks. Plan on cleaning the oven shortly before you plan to move out. If we have to wipe out the debris left in the oven you will be charged.
  - b. **NON Self Cleaning Ovens:** The oven and oven racks must be sprayed with oven cleaner (Mr. Muscle works well), all spills and grease are to be completely removed from the interior of the oven. The oven needs to be rinsed/wiped with a clean, damp cloth, there is to be no oven cleaner residue left in the oven or on the racks, resulting in a white powdery look. If residue remains, you will be charged for wiping out the oven.
2. Drip pans and burner rings should be removed, cleaned & replaced.  
**Remember you will be charged for missing drip pans and/or rings.**
3. Clean under the burners of all grease and crumbs, **do not use oven cleaner.** Most newer stove tops lift to give easier access for cleaning under the burners. Hot water and a scouring pad work best. If the stove is stainless steel, you must use a nonabrasive cleaner made for appliances.

4. All exterior surfaces of the oven and stove should be wiped down including the bottom drawer with soapy hot water. Control knobs remove easily for wiping the top area. Please put control knobs back on after cleaning.
5. Stove hoods must be cleaned inside and outside with nonabrasive cleaner.
6. Air filters on stove hoods can be removed and washed in hot soapy water and then rinsed in very hot water. Dust the fan area removing the dust and grime. Replace any burnt out light bulbs.

### **C. *Sinks, Counter, Cabinets and Floors***

1. All sinks must be cleaned thoroughly. Garbage disposal must be empty of debris. The edges of the sink and the faucet are to be clean and free of soap, food and grime. Grime around the edge of the sink and faucet can be removed with the use of an old toothbrush or any stiff bristled brush.
2. All kitchen cabinet and drawers need to be wiped out and completely clean of all crumbs, rings and sticky spots. The outside of the cabinets need to be wiped down of all dirt, grease and food. All cabinet doors are to be cleaned inside and out. Drawer fronts are to be wiped down on the outside. The tops of cabinets are to be wiped clean of all dust and debris.
3. All floors should be mopped with soapy hot water, scrub off all substances on the surface of the floor including gum, wax or grease. Wipe all walls clean of food or grease, look at the walls around the stove it can be really bad. Wipe down baseboards of all messes. All wood floors need to be cleaned with a light floor cleaner specifically for wood floors, such as Armstrong Hardwood & Laminate Floor Cleaner.
4. Clean all fan covers and remove all cobwebs from ceilings and corners. Clean all light covers of dust, grease and bugs. Replace all burned out light bulbs, you will be charged for all replaced light bulbs.

### **D. *Dishwashers and Microwaves (if applicable)***

1. Dishwasher doors are to be cleaned around the edges and front. Clean out the drain catch inside of all food and debris.
2. The microwave is to be cleaned inside, outside and underneath thoroughly.

## **II. Bathroom**

### **A. *Tubs and Showers***

1. All tubs and showers must be clean of soap scum, rings and streaks. For best results use comet and a green sponge. Wet down tub or shower, sprinkle comet around then use the “wax on – wax off” method with green sponge for entire surface. Rinse entire surface with water until it is squeaky clean.
2. All tubs and showers must be free of mold (black on tiles, red or orange on tubs or shower surround) use any shower product with a lot of bleach in it or you can mix 20% water with 80% bleach in a spray bottle to kill mold. Be careful what you get it on. Use a stiff brush on tiles and a scouring pad on tub surrounds with Ajax or Comet, which work well removing dark dirt and soap scum.

## B. *Toilets, sinks, wall and floors*

1. Toilets must be cleaned inside and outside of the bowl. This includes wiping down the entire outside, including mold, hair and dirt. A good stiff brush will clean the edges of the toilet base at the floor. We do not expect you to clean between the tank and the wall if you cannot reach your hand easily in this area. Again, Comet and a sponge work best and fastest.
2. Medicine cabinets should be cleaned inside and out including mirrors and door tracks. A good stiff toothbrush will clean tracks well.
3. Sinks need to be scrubbed clean of dirt rings and streaks, hair, and soap scum. Stiff brush will clean the edges easily including the base of the facet. Make sure the faucet is clean of toothpaste and soap scum, leaving it shiny clean. Need we mention Comet and a sponge?
4. Vent covers should be wiped clean of dust and hair. Wipe all spots from the ceiling, if mold is present, spray with the bleach solution you mixed up for bathroom cleaning. Spray as often as needed until the mold disappears; scrub off with a hot soapy rag. Ventilate well.
5. Wipe all walls free of hair and dirt. DO NOT forget to clean the baseboards. Mop the floor with soapy hot water. Wipe down both sides of a bathroom door. Replace all burned out light bulbs. Clean all light covers of dust, dirt and bugs. Please put light covers back on.

## III. **Living Room and Bedrooms**

- A. All sliding glass doors should be cleaned inside and out **including** tracks. They are to be completely free of mold and dirt. All windows including tracks are to be free of dirt and mold including the window sills.
- B. All rooms are to be free of mold on walls and ceilings. Bleach cleans mold the best. You must be very careful to not get it on carpets or drapes. The bleach will ruin them *at your expense*.
- C. Baseboards and door molding should be wiped clean of dust and dirt. Doors should be wiped down on both sides getting rid of dirt and finger smudges. All rooms should be free of cobwebs and **all burned out light bulbs replaced**.
- D. Carpeted floors should be vacuumed clean including the edges. Use a broom to get debris away from the edges. Hardwood or vinyl floors should be mopped with soapy hot water scrub any stuck on substances to remove them. Don't forget to clean the baseboards of dirt and dust.

## IV. **Misc.**

### A. *Patios*

1. Patios must be swept clean, have the lights cleaned and free of trash and outdoor debris.

### B. *Washer and Dryer*

1. Washer and dryer are to be completely wiped down and clean inside and out.
2. Check to make sure they are empty and clean.
3. Check on sides and above to be sure you have not left any softener sheets or detergent.
4. Clean the lint screen

### **C. *Light Fixtures***

1. All light fixtures must be taken down and cleaned with soapy hot water, rinsed, dried and replaced. Replace any missing light cover or you will be charged for their replacement and the cost to install it.
2. Don't forget the light bulbs! Non-working bulbs are charged to tenant to replace. (\$2.00 per regular bulb, \$5.00 per small flood light, \$10.00 per vanity light, large flood light, heat lamp, or fluorescent tube light.)

### **D. *Fireplaces***

1. Fireplaces must be cleaned out, sweep or vacuum out all ashes and trash. Clean up all wood and wood debris. Surrounding bricks must all be swept clean.

### **E. *Furnaces***

1. All furnaces must be vacuumed and wiped down.
2. Furnace filters must be replaced with a proper filter.

### **F. *Furniture***

1. If you rented a furnished unit, you are to make sure the furniture is clean. Vacuum out under seat cushions, clean out dresser drawers, and dust tables.

### **G. *Keys, Key Faubs, Garage Remotes, Laundry Cards and Parking Passes***

1. If you do not return your keys to your resident manager or this office, you will be charged to rekey the locks and reprogram the garage controller and all garage remotes. This includes your unit, mail, laundry, key cards, key faubs and any garage remote if it applies. You still have possession of your apartment/house until your keys are labeled and returned. You will be charged rent until all tenants' keys are turned into this office or to your resident manager and labeled so we know where they go. If you turn in unlabeled keys and we do not credit you for returned keys you will be responsible for all the extra charges (which can include rekeying the apartment/house) that accrue.

### **H. *Instruction Manuals/Notebooks (if present)***

1. Remember to leave instruction books and the tenant's manual in the unit or you will be charged \$50 to replace them.

### **I. *Security Deposit***

1. To have your security deposit returned all items above must be completed to the satisfaction of the management. We have the final judgment on these issues.
2. Forwarding addresses must be left with the resident manager or our main office as well as the Post Office ([www.usps.com](http://www.usps.com)) to ensure prompt return of your deposit.
3. **Do NOT leave your keys in your apartment.**
4. We will mail you a final accounting to you within 31 days from the day we receive the apt keys or your lease ending ate, whichever is later. We will mail the final accounting to the forwarding address you leave with us. If you fail to leave a forwarding address the final accounting will be mailed to your last known address, (the apt/house you just vacated) with a request for the Post Office to forward it. We are not responsible for any additional time the Post Office takes to deliver it. If you do not change your address with the Post Office, they will have no idea where to send your mail!

**A suggested list of cleaners you will need:**

**Mr. Muscle oven cleaner**

**Windex for window cleaning**

**Ajax/Comet cleaner**

**Bleach (always be cautious with bleach around carpets and vinyl floors.)**

**Scouring pads**

**A multipurpose de-greasing cleaner**

**Rags**

**Paper towels**

**Toilet**

**brush**

**Small stiff brush**

**Vacuum**

**Mop and Wax**

**These are the same supplies are cleaning staff will use to clean your apartment if you choose not to complete it.**

**REMEMBER:**

**DO NOT LEAVE YOUR KEYS IN YOUR APARTMENT/HOUSE!!**

**LEAVE YOUR FORWARDING ADDRESS WITH THE OFFICE OR ON-SITE MANAGER AND THE POST OFFICE.**

As you are packing to move please keep in mind that von Klein Property Management is accepting donations of nonperishable foods at its main office to donate to Food for Lane County.

**Please remember NON PARISHABLE!**

(Canned and packaged foods that do not require refrigeration or freezing.)

Our office is open M-F from 9-4 or Saturday from 11-2 to be able to donate food to help the residents in Lane County that may need a little extra help.