

May 2009

Dear Tenants,

We have arrived at the end of the lease year and we want to communicate with you on all the issues regarding the end of the lease, moving out, and the return of security deposits. We realize that this is a busy and, in some cases, momentous time for you. This letter is intended to clarify all the issues and ensure that your departure is pleasant and that you receive your security deposit promptly. *If you have any issues, please contact us ahead of time –Please do not wait until the day you are moving out.*

A reminder that your move-out date is May 26, 2009 by 12noon.

Issue #1 – May Rent and Return of Security Deposits

We debited your final electronic rent payment for this lease year on May 1st. Thank you very much to all of you who have had funds available as per our agreement all year.

By-law, we have 14 business days to return your deposit. We would prefer to give it to you before you leave Burlington. If this is not possible, please be sure that you leave an **envelope** for us with your forwarding address.

It is also your responsibility to turn off all utilities and pay them in full. Please contact the designated service providers to arrange this directly.

Issue #2 – Trash

The City of Burlington has enacted an ordinance regarding the disposal of trash and junk in order to curtail unsightly clutter and the possibility of illness. We, as landlords, must therefore pass this information on to you and must insist upon your cooperation.

All trash from your cleaning activities in the apartment must be placed in garbage bags and put in the dumpster or trash cans provided. **NO TRASH may be left on the ‘green space’ between the house and street or otherwise in front of the house. Trash will be picked up on your regularly scheduled day.**

All furniture and other large items being disposed of must be removed from the premises and disposed of by you. **I will cover any costs for items disposed of between May 1 – May 10th.** After May 10th, disposal will be at your expense. Large items and furniture are **NOT** to be disposed of in or next to the dumpster or trash cans. To arrange for pickup, you may call **John Wood at 343-4722**. John is listed on our help number list. **If you do not make arrangements with John, it will be your responsibility to bring large items to Recycle North, the landfill, etc.** If you have questions, please call us to problem solve.

Due to the ordinance, we will have no choice but to pass on any disposal costs and/or penalties assessed by the City due to trash or large items that are not properly disposed of. Thank you for your assistance with this issue.

Issue #3 – Cleaning

All appliances must be completely clean, both inside and out. Cabinets must be empty and clean inside and out. Showers, tubs, sinks, toilets, and cabinets must be completely cleaned using an appropriate (non-damaging) cleaner. All floors, windowsills, closets, shelves, etc. must be vacuumed or swept clean. Any dirt or stains must be removed from the floors. Bathroom and kitchen floors should be washed if they are tile or linoleum. All trash, personal belongings, and cleaning materials should be removed and properly disposed of. All porches and decks should be cleared of all items and swept clean. Areas adjacent to the deck and porches should be cleared of bottle caps, trash, cigarette butts, etc.

The cleaning rate charge to you for work not completed is \$35.00 per hour, plus cleaning materials.

If your unit has carpeting and there are stains that have occurred during your tenancy, please contact Champlain Carpet Cleaning 860-2849 for carpet cleaning at your expense. Improper cleaning and lack of Scotchgard application can set a stain in the carpeting and necessitate its replacement. Carpet cleaning costs, if we must order them at the end of May, are substantially higher.

Issue #4 – Leaving your apartment in excellent condition (undamaged)

Undamaged means no burns, cracks, or holes in the walls or floors. It means no damage to or missing parts from any appliances, doors, windows, or other structures of the apartment. This includes cracks in any glass doors or windows. If damage to walls or floors has occurred, please contact the appropriate professional on the **Help Numbers/Important Numbers** list to arrange for professional repair. You may find a copy of this at www.champlainapartments.com If repairs are not professionally done, they may be required to be redone at your expense.

Until all keys have been returned, you have not “officially” moved out. Please return your keys and provide us with a forwarding address as soon as you are ready to complete your move. If you are leaving early, please make arrangements to leave your key and envelope with forwarding address with a roommate who is staying until the end.

Issue #5 – Moving and cleaning must be completed by May 26th at 12noon

We would like the opportunity to inspect the premises prior to May 26th in case we determine that additional repair/cleaning needs to be completed. This will save hiring people to complete the work, if a problem is discovered on the 26th. Once our inspection of your “clean and undamaged” apartment is complete, we will refund the deposit amount due within 14 days of your lease expiration as required by law.

We hope that your move goes smoothly and we wish you the best of luck.

My Best,

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