



## **Move-In Readiness Guide**

Thank you again for choosing North Star. We started our company to handle our own portfolio of homes in order to grow our property assets and learned that the most important aspect of this management is the quality and happiness of the tenant. It is important to set the tone of the tenancy by having the home they move into in great shape and perfectly cleaned. How you leave your home for the incoming tenant is vital to successful asset management.

Here is the guide for you on what needs to be done and how to exit your property. Please give yourself plenty of extra time to complete the following. This policy applies whether you are local or out of town, and whether you or North Star is managing the tenancy.

### **Home Preparation Checklist**

1. The property must be vacant and empty at least **10 business** days prior to lease start date, **meaning that: (1) the property is vacant, (2) owner-facilitated repairs and checklist are complete, (3) no belongings are left, and (4) no one is accessing the property (including exterior/yard) except for North Star and North Star's approved vendors.**
2. **Hire a handyperson.** Have them make all of the little repairs of items that you have been living with, as well as any big items that need to be fixed. Your home should be easy to use and live in for the tenant. See Home Readiness Criteria list below.
3. **Set up utility billing correctly.** Contact the utility companies and make sure that you have an automatic return ("interim billing") to your account once the tenant eventually takes the accounts out of their name. Some city ordinances may require owner/landlord to keep billing in their name; North Star will set that up and bill back the tenants. If you have multiple water/sewer/surface water servicers, please let North Star know.
4. **Leave keys/fobs.** Please ensure that 3 copies of each properly marked key/fob/remote are given to us. It is ok to leave everything on the kitchen counter and send us a picture.
5. **Schedule a professional "move-out cleaning"** of the home once all belongings have been removed and all work has been completed. Touch up cleanings are generally required after a vacancy of 2 weeks or more. A final touch up cleaning may be scheduled by North Star a few days before tenant move in.
6. **Schedule carpet cleaning.** The last person in your home is the professional carpet cleaner. The carpets will need at least two days to dry before movers can be in the property.

## Home Readiness Criteria

**Please ensure the following items are completed (by you or your handyperson):**

- **Systems.** Appliances, plumbing (including drains/toilets/disposal), electrical systems, irrigation systems, and all other systems of the home are functional, in good condition, and easy to use.
- **Window coverings** installed in all private spaces/rooms, which includes bathrooms that are exposed with a window to outsiders. For all other living spaces, install curtain rods and ensure both coverings and curtain rods are in good working condition.
- **New filters** (HVAC, fridge, water, pool/spa, etc) are installed and labeled with install date.
- **HVAC.** Have your HVAC system serviced. You may leave extra filters next to the furnace.
- **Smoke and CO detectors** are less than 10 years old. Test all smoke and carbon monoxide alarms and install new batteries. If detectors are out of easy reach to replace batteries, move them lower. There needs to be at least one smoke/carbon monoxide detector with 15 feet of each bedroom, and at least one on each floor (preferably at hallways/landings).
- **Light bulbs.** Ensure all light bulbs inside and outside the house are working (and light color matches within each fixture).
- **Paint.** Patch and paint all walls, trim, and ceilings that need repair. Have this done after you have completely moved out of the home. Many repair items are not apparent until your furniture is removed. If there are a lot of patches, it may be less costly to have the entire wall or ceiling repainted. If you already have extra paint, leave it in storage or the garage, clearly marked for each room. If the paint is old and or does not match, it may not be able to be re-used.
- **Locks.** All locks must function properly and easily. You do not need to re-key or key all locks the same.
- **HVAC.** Same goes for a pool and hot tub.
- **Yard.** Leave it in good condition for the season, with lawn mowed, trees/bushes trimmed, no weeds, no leaves/debris, and generally in good condition.

## Cleaning Criteria

**All Rooms need to have the following completed:**

- Dust woodwork
- Cobweb removal
- Dust shelves and closets
- Dust baseboard
- Dust light fixtures
- Dust ceiling fan
- Wipe light switches
- Vacuum and mop floors
- Vacuum and damp mop all hardwood floors
- Vacuum carpets and stairs
- Vacuum all edges and corners of all rooms
- Wipe window sills/frames/paneling

- Wipe down window tracks
- Clean all inside windows
- Wipe/vacuum blinds
- Spot-clean walls
- Remove ashes from fireplaces

### **Kitchen must have the following completed:**

- Clean sink
- Clean counters
- Wipe down cabinets inside and out
- Clean microwave inside and out
- Clean stove top (including under burner pans or in drip basin)
- Clean outside of dishwasher and run the dishwasher with an empty cycle (with soap) to ensure it is clean
- Clean inside and outside of refrigerator and freezer
- Clean inside and outside of oven
- Clean inside and outside of trash compactors
- Run the garbage disposal to clear any remaining debris

### **Bathrooms must have the following completed:**

- Scrub and clean bathtub and/or shower (use non-abrasive cleaners)
- Clean and sanitize toilet
- Wipe down cabinets inside and out
- Clean sink
- Clean counters
- Clean mirrors & Glass

### **Garage**

- Sweep
- Remove any debris or garbage

***The work above must be done to our high standard. If not, we may hire additional or duplicate vendors at your expense to ensure the home is left in move-in ready condition.***

## Vendor List

### **Handyman**

Central Oregon Home Maintenance  
(541) 306-6822

### **Appliances**

Pinewood Appliance Repair  
(541) 389-2112

### **Plumber/Water Heater**

ReNew Plumbing  
(541) 480-9450

### **Electrician**

Baxter Electric  
(541) 318-1255

### **Garage Doors**

Overhead Doors  
(541) 389-3667

### **Chimney cleaning/Fireplace repair**

H2 HandyPro  
(503) 577-5860

### **HVAC**

AccuAir Heating  
(541) 504-8400  
Bend Heating  
(541) 382-1231

### **Irrigation Repair & backflow testing**

Alpine View Landscaping and Maintenance  
(541)617-8465

### **Pest Control**

Alpine Pest Control  
(541) 389-4942

### **Roof/Gutter Cleaning**

Distinctive Services  
(503) 915-7599

For questions please contact our Maintenance Department  
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