

MALLARD LAKE APARTMENTS
Live Smart at Mallard Lake!

CARPET POLICIES

At Mallard Lake Apartments, we take our carpet care very seriously. Did you know the cost to replace a carpet for a two-bedroom apartment is over \$1200? That being said, we want to make sure everyone understands our carpet care expectations and what happens there are accidents/damages to the carpet.

As residents, everyone is responsible for the care of their carpet from the day they move in. This includes vacuuming a minimum of once a week, keeping large food and dirt particles picked up, and treating spills or stains right away. Unfortunately, residents are charged for the lack of carpet care at move-out, at the replacement cost of the carpet, depending on the life span.

Our owners expect to get a minimum lifespan of five years out of every new carpet installed. When you move in, your carpet may or may not be new depending on where it is in its expected lifecycle. The maintenance team always steam-cleans the carpet before every move-in, guaranteeing that the carpet we are delivering to you is stain-free—if it is not new. It may have signs of wear, but unless you have reported carpet damage on your move-in inspection form, Mallard Lake assumes the carpet is in acceptable condition per its life expectancy.

When a carpet is stained or damaged upon move-out, Mallard Lake attempts to repair the carpet prior to the next move-in. If we are unable to repair the carpet, we have no choice other than to replace the carpet in the entire unit, not just the effected area, due to making sure the carpet is consistent in wear from room to room. In other words, if there is a bleach stain in the bedroom, we will have to replace the entire apartment's carpet—not just that bedroom—because of where the old carpet meets the new carpet, the carpets must match. The responsible resident is charged for this replacement at the prorated expense of life remaining in the carpet. This is one of the largest security deposit deductions we are experiencing at Mallard Lake.

BY LIVING AT MALLARD LAKE, YOU AGREE TO:

1. Keep your carpet vacuumed a minimum of once a week.
2. Pick up large dirt and food particles right away before they are smashed into the carpet causing a permanent stain.
3. Place large area rugs down in high traffic areas to avoid the carpet becoming soiled or stained where there is a lot of activity.
4. Take your shoes off upon entering the apartment.
5. Avoid bleach chemical spills or using cleaning products that contain bleach to clean stains. Bleach will dissolve the color in the carpet instantly.
6. Be very careful with nail polish, red liquids, or hot irons! These items almost always cause irreversible damages.
7. Take advantage of your free carpet cleaning at your annual renewal.
8. Pay to have your carpets cleaned more often than once a year, if needed.
9. Clean your carpets yourself before you move out to make sure all of the stains/dirt come out. Mallard Lake will not contact you after move-out to notify you of damages or to give you an opportunity to repair them yourself.
10. Pay special attention to soda pop, juice, or milk spills. These liquids have sugar in them. They may be clear when they are absorbed into the carpet, but after they dry, the sugar from the liquids are left in the carpet and continue to attract dirt and the stains begin to appear. Many residents report that the stains just “showed up.” This could be the cause. For example, when apple juice or *Sprite* gets spilled on the carpet, you may not see it. But, when those spots get walked on, the dirt from the bottom of your shoes will stick to those areas in the carpet, causing stains to appear. This is when you need to steam-clean the carpet in those areas right away. Otherwise, these stains can become permanent, and un-repairable. This is a situation in which you would be charged for a carpet replacement.