

Move-out Instructions

We know that moving can be a stressful and hectic time. The following instructions should help you understand the move-out process, your obligations, the steps we will take after you move out, and help make your move less stressful.

Pro-rated Rent

You are obligated to pay rent through the day that you return the property's keys to our office. Rent pro-rations are done on the basis of a thirty day month. For example, if your rent amount is \$1,200 and you move out on the 5th, the pro-rated amount due would be \$200. ($\$1200/30 \text{ days} \times 5 \text{ days} = \200)

If you move before the expiration of your 30-day notice to vacate, you will still owe rent for the remaining days of the notice.

Returning Keys, Remotes, and Surrendering Possession

You are considered to be officially moved out of the property when you return the keys to our office. When you drop off your keys make sure that they are labeled with the property address. We have a 24/7 drop slot at our office. After you return the keys, please remember that you will not be able to stay in the property, access it for cleaning, etc. Please plan accordingly and make sure you have completely finished at the property before you drop off the keys.

Additionally, be sure to return any garage door remotes, gate remotes, HOA keys, mailbox keys, and parking passes. You will be charged for these items if they were supplied to you and you do not return them.

Forwarding Address

If you have not already done so, please let us know your forwarding address. Please do so **by mail, email, or in writing**. Providing our office with an accurate forwarding address will prevent a delay in returning your security deposit.

Remember to fill out a change of address form with the United States Post Office so that your mail will be forwarded to your new address. We are not responsible for forwarding mail that arrives after you have moved. You can complete the change of address form online at **www.usps.com/umove**

Security Deposit

Please note: Your security deposit cannot be used as your last month's rent.

A full accounting of your security deposit refund will be processed and mailed to your forwarding address no later than 21 days after you drop off the property's keys at our office. Please allow a couple additional days for delivery via the United States Postal Service. During this time we are unable to discuss the status of your refund. Additionally, once you receive your security deposit accounting, all correspondence about charges to your security deposit must be made to our office **in writing**.

There are several things we can charge against your security deposit after you move. We can use your security deposit to cover unpaid rent or late fees. It can be used to cover the cost of repairing damage you or your guests caused, that is beyond reasonable wear and tear. Lastly, we can use it to cover the costs of cleaning the premises so they're as clean as when you moved in.

Some "Wear and Tear" Guidelines for Security Deposit Deductions

Examples of normal wear and tear:	Examples of damage beyond normal wear and tear:
<ul style="list-style-type: none"> • Minor worn, chipped, or peeling paint • Worn out door locks • Rusty fixtures in the kitchen or bathrooms • Wear on carpets • Water damage caused by leaking roof • Linoleum that has bubbled or is loose • Rippled or loose carpet • Missing grout around tile in kitchen or bathroom • Faded kitchen or bathroom linoleum • Lack of finish on hardwood floors 	<ul style="list-style-type: none"> • Holes in walls or doors • Toilet clogged by un-flushable items • Burns or stains in carpet, linoleum, or counters • Torn or gouged linoleum • Changed interior paint color without approval or painting lacking quality workmanship • Water damage caused by tenant possessions such as fish tank or plants • Pen or crayon marks on walls or fixtures • Missing or broken fixtures, doors, or appliances • Missing or damaged window screens • Damage caused by pets • Damaged/bent window blinds or shades • Broken tiles in the kitchen or bathroom

Cleaning

Far and away the most common charge on security deposits is general cleaning. Cleaning appliances, bathrooms, doors, walls, floors, and dusting can add up to be costly. To maximize your returned security deposit pay extra attention to return the property in clean condition. To help, please use the cleaning checklist on the next page.

Please consider hiring a cleaning service if you are unsure you will have the time or energy to return the property in clean condition. Please contact us via email if you would like a referral for a general or carpet cleaning company.

Trash and Debris

Moving can create a lot of trash. There may also be items you do not need or want when you move to your new residence. However, it is important that you take all of your possessions with you and properly dispose of any trash. Do not leave any trash or debris in the house, yard, garage, or on the curb in front of the property. If you leave items and/or trash behind we will send a trash removal company to dispose of them. You will be charged for the cost of the removal, which can be expensive.

Pets

If you have had a pet at the property, please pay extra attention to cleaning when moving. Shed hair tends to collect under appliances and against baseboards. Pet odor is of particular concern, and can be costly to remove. A little extra time cleaning carpets can minimize costs to you. Additionally, make sure to remove all pet droppings from the property.

Continued →

Move-out Checklist

Our goal is to be able to refund your entire security deposit and have the property clean and ready for the next tenants. Please use the following checklist to help remind you of things that need your attention.

Move-out cleaning checklist

General Property (applies to whole property)	Bedroom
<input type="checkbox"/> Windows – clean, clean sills, tracks, and dust <input type="checkbox"/> Light Fixtures – clean and dust <input type="checkbox"/> Ceiling Fans – clean and dust <input type="checkbox"/> Walls – clean of marks and handprints <input type="checkbox"/> Walls – remove nail, hooks, fasteners, and stickers <input type="checkbox"/> Floors – vacuum and clean <input type="checkbox"/> Doors – clean of marks and handprints	<input type="checkbox"/> Closets – vacuum and clean shelving <input type="checkbox"/> Closets – clean sliding door tracks <input type="checkbox"/> Closets – if you removed closet doors, replace
Kitchen	Bathrooms
<input type="checkbox"/> Appliances – clean outside and clean inside <input type="checkbox"/> Sink – clean basin and faucet(s) <input type="checkbox"/> Stove and Hood – clean grease splatter, burnt food <input type="checkbox"/> Drawers and Cabinets – remove items and clean	<input type="checkbox"/> Drawers and Cabinets – remove items and clean <input type="checkbox"/> Sink – clean basin and faucet(s) <input type="checkbox"/> Mirrors – clean and remove any stickers, etc <input type="checkbox"/> Shower – clean tile, glass, and fixtures <input type="checkbox"/> Bathtub – clean basin, glass, and fixtures <input type="checkbox"/> Toilet – clean exterior, seat, and bowl
Laundry Room	Yard
<input type="checkbox"/> Appliances – clean exterior and lint trap	<input type="checkbox"/> Patios – sweep and remove trash <input type="checkbox"/> Grass and Planters – remove trash <input type="checkbox"/> Grass and Planters – remove pet waste
Garage	<input type="checkbox"/> Final walk-through for possessions and trash
<input type="checkbox"/> Shelving – clean off debris <input type="checkbox"/> Floor – sweep	

Reminder: If you have not already done so, remember to inform our office of your forwarding address and actual date you plan to vacate.

Thank You!