

Move Out Instructions

We are sorry to see that your stay with us will be ending after your lease ends. In order to accomplish as smooth a transition as possible please read though this letter.

You are expected to complete your moving and return the keys by 12:00 p.m. (Noon) on the day you have stated in your "Notice of Intent to Vacate" in order to avoid any scheduling problems or additional rent charges. To assist us in making refunds to you promptly, we ask that you review the security deposit section of the "Residential Lease Agreement" you signed when you moved in. This will clarify the refund procedure and explain any additional charges which you may have incurred. For more information pertaining to cleaning your unit and an explanation of security deposit deductions, please read the remainder of this document.

If you have any questions, please do not hesitate to contact the resident manager. Please sign and date this form once you have read it completely and entirely. This form is due to management before the date you stated in your "Notice of Intent to Vacate".

CLEANING INSTRUCTIONS

KITCHEN:

1. Clean refrigerator, shelves, and freezer. Clean underneath and behind refrigerator.
2. Clean cupboards, under sink, and baseboards.
3. Clean under burners, controls, rings, drip pans and stove top. Wipe down front and sides of range. Exhaust fan must be clean and grease free.
4. Clean oven--be sure to have all traces of oven cleaner wiped free.
5. Scour sinks and remove all stains. Disposal should be clean and in working order.
6. Sweep and mop kitchen floor.
7. Exterior faces of cupboards should be wiped down and grease free.
8. Dishwasher must be clean and in good working order.

LIVING ROOM:

1. Carpets must be commercially cleaned. You must provide a copy of the receipt from a professional carpet cleaning service.
2. Baseboards cleaned, and finger marks or other marks cleaned of switches and walls.
3. Windows must be washed, inside and out, sills dusted and cleaned with damp cloth and window runners and tracks clean.
4. All pins, staples, nails, and screws used to hang pictures and/or objects should be removed and holes should be repaired.
5. Dust and clean all ceiling fans.

BEDROOM:

1. Same as living room.
2. Closets vacuumed and top shelf dusted.

BATHROOM:

1. Toilet bowl must be scoured and cleaned with a disinfectant. The outside of the bowl, including the seat, rim, tank, and base must be clean and disinfected. An old toothbrush works well along the bolts and base of the toilet fixture.
2. Bath tub must be scoured to remove any rings. Sides of the tub enclosure must be clean and free of

any soap build-up.

(Spray foam bathroom cleaner works well here.)

3. Sink must be scoured and faucet polished. Wipe down counter top surrounding sink and wash mirror.

4. All cabinets and drawers must be dusted and wiped clean. The exterior of cabinets should also be dusted and cleaned.

5. Sweep and mop floor.

STORAGE AREAS, PATIOS, CARPORTS:

1. Patios must be clean and swept.

2. Storage area must be empty and swept.

MISCELLANEOUS:

1. Begin to put out all unwanted items for trash or special pick-up. Avoid piles of debris in front of your home on moving day. Do not leave all the trash cans full and a pile of things to be thrown away, have the garbage service pick up or take it to the dump. It is the tenant's responsibility to know when big trash pick-up day is. Trash and personal belongings left behind will be disposed of at your expense.

2. Fleas are a very big issue for tenants with pets. Fleas live only a small portion of their lives on animals. We recommend a good vacuuming and flea bombing. If you had pets and fleas are found, you are responsible and will be charged for ridding the unit of fleas.

3. Remove all food, debris, and other personal belongings.

4. Replace all burned out light bulbs and all air filters.

5. Check all blinds and screens. Make sure all blinds are dusted and clean.

6. Be sure grounds, flower beds and lawn are trim and clean, free of weeds, leaves, etc.

7. If any smoke bombs must be set off to eliminate smell of smoke in the home it will be at the tenant's expense.

8. Make sure all windows are locked.

9. Please do not use any paint that has been left at the home for touch-ups. The paint has usually changed colors from sitting. Take a chip from a concealed wall (such as in a closet) and match it at a hardware store if you plan on doing your own touch ups. Test a small area first to make sure the paint correctly matches the original paint. Please provide us with your receipt.

10. Report any and all damage in writing.

WHAT'S NOT ORDINARY WEAR AND TEAR?

A landlord can make a tenant pay for damages if the tenant helped the aging process along or didn't use the apartment in a normal way.

How can you tell what is and isn't ordinary wear and tear? There are three basic types of damages caused by a tenant that aren't considered ordinary wear and tear. They are:

1. Negligence. If a tenant does something carelessly that the tenant should have known would cause damage, or if the tenant failed to do something that the tenant reasonably should have done to prevent damage, that's negligence. In short, did the tenant act prudently to preserve the property?

- *Failure to warn.* Another form of negligence is where the tenant fails to take steps that could prevent damage to the apartment. Even the reasonable wear and tear exception shouldn't insulate a tenant from responsibility if the tenant fails to let the management know when something goes wrong in the apartment that might later result in worse damage.

For example, if a window pane is cracked because of a faulty foundation, that's not the tenant's fault. But if the tenant doesn't tell the management that the crack is letting in water and the carpet below the window gets

water damaged, the management may be able to argue that this extra damage was caused by the tenant's failure to inform the management of the problem.

2. Abuse/misuse. If the tenant knowingly or deliberately mistreats the property, or uses it for the wrong purposes, the damage the tenant causes isn't ordinary wear and tear - it's abuse or misuse.

For example, did the tenant slide furniture over an unprotected floor, causing gouges? Or did the tenant discolor the bathtub by using it to dye fabrics? Was the tenant an artist who failed to cover the floor as the tenant painted, leaving permanent stains on the carpet? Did the tenant paint the walls of the apartment black?

One court decision said a tenant had to pay for leaving an apartment carpet mutilated in an area around a wet bar, damaged by rust and mildew stains from plant containers, and covered with cigarette burns - some clear through the pad.

3. Accident. Sometimes damage occurs by mistake. The tenant party guest drops a drink on the new carpet, staining it. The tenant drops a heavy planter and cracks the tile floor. Or the tenant's cleaning light and the fixture falls and breaks. Or the tenant accidentally leaves the bathtub faucet on, flooding part of the apartment and staining wood floors and carpeting. Even though the tenant didn't purposely damage your property, the management will be able to withhold the cost of repair from the security deposit.

A walk-through will be scheduled with you by someone at our office. This is a time where we will take pictures of the move out condition and answer any questions you may have. You will hand over all keys and garage door openers. Please note that on your lease it states a charge of \$5.00 per key and \$80 per garage door opener will be assessed to you if not returned. After you have vacated the rental, it will be inspected for repairs and damages. Any expenses for cleaning or repairing damage will be charged against your security deposit. A standard service call of \$75 is the minimum charge if our maintenance supervisor must go to the home for even a minor repair, such as air filter replacement, light bulb replacement, to clean a ceiling fan, etc. **Please keep all receipts for professional cleaning services you may have had done. Provide these receipts and explanations at the walk-through.** You will be notified of any charges when any remaining balance of your security deposit is returned to you. Please make sure you have provided us with the correct forwarding address. Without this, we will be unable to return your deposit. Good luck in your new home.