

For Review: Move-out Acknowledgment and Instructions

Your move-out process and security deposit return will go smoother if you take the time to read these 2 pages. Please call if you have any questions. Good luck with your move!

Security Deposit Transmittal + Refund check: 30 days for processing, however, most are mailed within 2 ½ weeks.

You can help speed this process by making sure you've attended to everything on this list. Please don't call and ask us to give you a partial or early accounting over the phone. We are often asked, "How much of my deposit am I going to get back?" The answer is, "As much as you want!" If you fulfill the terms and conditions of your lease and you follow the move-out instructions, we will make no deductions for repairs, cleaning or landscaping (other than prior agreed to amounts). If you leave a damaged and dirty property with trash/junk and overgrown landscaping, your security transmittal will reflect that.

Move-out Date you provided: X.XX.XXXX You must be finished, out of the property, and have the keys to our office by no later than 5PM of the last day of your lease. No extra or holdover days will be allowed beyond your move-out date.

Trash and Personal Belongings: You must take all your trash and personal belongings with you.

Trash cans must be empty upon your departure. Do not leave your trash can full in the garage or at the street. Do not leave the inside of your trash can smelly or sticky...clean it out with soap and water and let dry. If you do leave anything behind, it will all be deemed trash and we will send a junk removal company. **There will be a minimum \$75 hauling charge to remove any trash or items that you leave behind.**

Landscaping: Upon move-out your landscaping should be free of weeds, dry leaf and any debris. The bushes and trees should be trimmed and irrigation timer in garage set to correct season. If the landscaping is not cleaned, we will hire a landscaper to do this and deduct the cost from your deposit.

Light Bulbs + Ceiling Fans + Air Filters: All light fixtures and ceiling fans should be clean and dust free. All light bulbs must be in working order (replace any burnt out bulbs) and matching as to style and wattage. Upon move-out all air filters should be new and dated, return air vent cover cleaned and dust free. If not done, we will hire a handyman to do this and deduct the cost from your deposit.

TV's on Walls: If a TV was hung on the wall the hardware needs to be removed, holes patched and *entire* wall painted to bring it back to the original condition. If not done and/or not done correctly, we will hire a quality handyman to handle and deduct the cost from your deposit. Email us if you have installed TVs on your wall as we can be of assistance.

Satellite Dishes: Tenant installed Satellite dishes need to be removed from the property. If not done, we will hire a quality handyman to handle and deduct the cost from your deposit. If you need our help, please let us know.

Picture Hanger Holes: Do ***NOT*** fill small picture framing holes in your walls with spackle and do ***NOT*** spot paint. Just remove the picture hanging hardware and we'll handle the rest. We have had to completely repaint interiors that were otherwise in good shape after tenants created dots throughout the entire house by filling numerous small holes with spackle and/or trying to cover with incorrect paint. If you have caused excessive wear and tear to the walls such that they will need to be touched up or prematurely repainted (TV on wall), or if you painted walls a different color, email or call us about that. An incorrectly painted or touched up wall can lead to the entire wall needing repainting.

Carpet: **Upon move-out a receipt from a professional carpet cleaning company is required per the lease.** Include the carpet cleaning receipt with your key return. If you do not provide a receipt from a professional carpet cleaning company the carpets will be cleaned and the cost deducted from your security deposit. We do not allow 'supermarket' carpet cleaners to be used.

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Pets: If there is or ever was a pet in your property we will have the property checked for pet damage. The actual cost of damage will be deducted from your deposit. Please pick up *all* pet droppings from the yard before you leave, otherwise we hire a service to do this and deduct the cost from your deposit.

Utilities: Pursuant to your lease agreement, leave *all* utilities on *through* the end of your lease term, regardless of whether you move out sooner. Most leases end the last day of a month, so schedule your utilities to go off on the first day of the following month. Otherwise, we will have the service reinstated and you will be charged turn-on fees, the cost of which will far surpass any savings you may realize by turning utilities off too early.

Cleaning: Moving is a very tiresome event. Please consider carefully whether you will have the time and energy, after moving, to properly clean your place. Most commonly, tenants have every intention of leaving the property clean, usually boasting to us, "*it will be cleaner than when we moved in*". But then they simply run out of time or are too exhausted after hauling boxes. They blow off the final clean and walk away figuring their deposit will cover the cleanup costs. This leaves us scrambling to get the home professionally cleaned at the last minute.

Repairs: Take this moment to think about anything that may need attention at your property that you have not previously reported to us. Do you have toilets that run? Do all the appliances work properly? Have you caused damage to the property that needs repair (i.e. TV on wall)? Have you painted walls a different color that need to be returned to the original color? If you think of anything, please let us know in writing so we won't be surprised.

Keys and Forwarding Address ****All keys and garage remotes must be returned to our office by 5PM on your move-out date.** If keys and remotes are not surrendered by 5pm additional rent charges will be due. Returning the keys constitutes the formal act of "surrendering possession" back to us. We do not meet you at the property to collect the keys or perform a final walk-through with you, nor will you be provided a "second chance" to re-enter the property to correct items you forgot or missed. A forwarding address is required *and* it must be in writing.

Marketing Process

As stated in your lease we may begin efforts to locate the next tenant after we receive your notice to vacate. We may, with 24-hour notice to you each time, be showing your unit to tenant prospects. Ideally, a new tenant will be found soon, and this process will be a short one. Anything you can do to make the property show better will increase the probability that the process will be quick. If you have pets, they should not interfere with our access to the property.

Nothing will consume your deposit more than your failure to return the property good and clean. Consider hiring a professional cleaning service and/or junk removal company if you don't know for sure that you are going to be able to return the property to us in a good and clean condition. **We will charge a minimum \$100 coordination fee, plus \$75 per trip for re-inspections, meeting vendors at the property, etc. on top of the actual costs of cleaning and repairs if you leave unfinished cleaning and trash hauling.**

Charges

The following is a list of the most common charges that are taken from the security deposits of our tenants after they move out. Our hope is to return the maximum amount to you.

Cleaning - Actual Cost of maid service.

Utilities - Actual cost for turn on and consumption.

Repairs - Actual cost of repairs.

A/C Filter - Actual cost of service call plus HVAC tech service to unit to determine if dirty filter caused any damage.

Trash Hauling – Actual cost, minimum \$75.

Coordination Fee - Minimum \$100 Admin fee for contracting *any* cleaning, repairs, utilities, hauling, landscaping etc.

Trip Charge - \$75 for each extra trip to the property to let vendors in, to re-inspect repairs or to address trash/recycle cans.