

PREPARING FOR MOVE-OUT

**As you prepare for move out, your lease agreement requires that you leave the property in a clean and undamaged condition.*

1. You must provide the office a complete forwarding address.
2. All keys, garage door openers and gate remotes, etc. must be turned in by the expiration date of the lease agreement or *pro-rated rent will be charged daily* until they are turned in.

Post Office keys: If mailbox keys were originally issued by the Post Office, should be turned in to the Post Office with a change of address notice.

3. We will conduct a final move-out inspection after *all furnishings have been removed and all CLEANING completed* and the *keys are turned in* to Property Management. The purpose of the final move out inspection is to document the condition in which you leave the property.

We will send out someone to inspect who will also take pictures of any deficiencies. He/She will not be able to tell you what charges will or will not be charged against your security deposit.

We do not meet with tenants for move out inspections, so please follow the move in procedures so we can schedule once you are completely moved out.. Move-out inspections are preformed *Monday through Friday, between 10am and 4pm*, except on holidays. If the property is not ready for inspection at the appointed time and the photographer is required to make another trip or appointment, you will be charged \$75.

The property manager will compare the move-in pictures with the move-out pictures and with your move-in check list along with the reports from the maintenance personnel after you move-out to determine if will be are any charges against your security deposit. Remember they cannot tell you what charges you will or will not be charged against your security deposit. They are only there to document the condition of the property.

4. Utilities must be on during the inspection. If the Utilities are not on for the move-out inspection, tenants will be charged a \$75 trip charge. Any delays caused by the Utilities not being turned on will delay the return of you security deposit.
5. Tenants are not permitted back on the property after vacating.
6. Call utility companies and arrange for final readings.

Remember: Utilities must be left on for the move-out inspection.

The following suggestions and helpful reminders are listed to ensure the maximum return of your security deposit. Please use this checklist as a guideline for preparing your house for the move out inspection.

The condition of the property will be evaluated according to, but not limited to, the following:

INSIDE THE HOUSE

1. Remove all personal belongings from the premises.
2. Remove all nails – **DO NOT PATCH, SPACKLE OR SPOT PAINT NAIL HOLES**, or touch up paint. *If you paint and it does not match or if you do a poor job of filling holes, you will be charged for necessary painting to match the existing paint and/or to redo spackling.*

Charges for painting depend on length of time in the property and whether it exceeds normal wear and tear.

3. **HAVE CARPETS PROFESSIONALLY CLEANED** at the time of move-out. This must be done *after* you have completely removed all your belongings and vacated the property. **A receipt from a professional carpet cleaning company must be provided to us when you turn in your keys.**


DO NOT rent machines from a store or use home cleaning machines. Only professional cleaning by a truck mount company is acceptable. Be sure to have any spot treatments or pet treatments done as needed. If any odors or pet odors resurface after you have vacated the property you are responsible for charges incurred to remove the odor.

If you hire a carpet cleaner other than the ones we recommend, BE SURE the carpet cleaner will guarantee their work to Property Management's standards/satisfaction. *Please call 512-617-6766 or email Jennifer@stoneoakmgmt.com for a list of approved vendors.*

Please be sure to let them know that you rent from Property Management and ask for any possible discounts.

If the cleaning is not done to our standards, tenants will be charged for any additional expense.

4. Clean vinyl, wood and/or tile flooring. Clean and dust all base boards.
5. Be sure to clean or replace air conditioner filters with pleated filters (must be correct size) as you vacate the property. HVAC and water heater enclosures should be vacuumed.
6. Walls, baseboards and ceiling must be cleaned and free of cobwebs and lint and spot clean walls as necessary.
7. Clean fireplace, hearth and mantle. Remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing. If you have used the fireplace, you are required to have it inspected, and, if needed, cleaned by a certified chimney sweep.
8. Clean ALL wall switch plates and outlet covers.
9. Clean ALL windows inside and out, clean window sills, mini-blinds and vertical slats thoroughly. *Be careful not to bend or damage the slats when cleaning.*

10. Clean mirrors, windows and sliding glass doors with glass cleaner. Also clean window and sliding glass door tracks.
11. Clean ceiling fans and light fixtures:
 - A. Replace burned out or missing light bulbs. Be sure to use the correct wattage and type.
 - B. Replace broken globes.
 - C. Make sure the ceiling fan blades including the top and light kits are clean.
 - D. Check the ceiling surrounding all fans. Often dust has gathered by the fans and adheres to the ceiling. One of the easiest ways to clean this is to lightly sweep the ceiling with a broom.
12. Smoke alarms must be operative. Replace batteries as necessary.
13. Clean ALL closets, storage spaces and shelving. Make sure that they are free of dust, spider webs and miscellaneous debris.
14. Clean kitchen appliances *inside and out*, replace burned-out appliance light bulbs:
 - A. Clean oven, stove and *under* drip pans.
If the drip pans and rings on the range are not clean and in like-new condition, it would be more economical for you to replace them yourself, rather than to be charged for them. Foil covering drip pans is not acceptable.
 - B. Clean oven/range hood vent including filter.
 - C. Wash out refrigerator and compartments, including freezer.
Don't forget to wash off the top exterior of the refrigerator and clean the rubber gasket around refrigerator and freezer door. Clean bottom vent.
 - D. Clean dishwasher. *Run empty dishwasher* one last time. Use the normal amount of soap you would use for a full load. Wipe down the gasket, the door, and the surrounding areas.
 - E. Be sure garbage disposal is clean and free of debris. (Do not use fingers to check)
 - F. Return or replace sink stoppers.
 - G. All countertops, cabinets and drawers must be cleaned.
 - H. Thoroughly clean and wipe the *inside* and *outside* of all cabinets.
 - I. Thoroughly clean and wipe the *inside* of all cabinet drawers and shelves.
 - J. Clean sinks, and faucets. Make sure that they are *free of stains, scale* and *rust*.
15. Clean Bathrooms:
 - A. Clean countertops, sink(s), soap dishes, tiles, fixtures, tub and/or showers. Be certain they are free of *mold, mildew, soap scum, scale* and *rust*.
 *Do not use scouring power to clean acrylic or fiberglass tubs. It will ruin the finish.*
 - B. Clean mirrors, light fixtures and medicine cabinets.
 - C. Thoroughly clean and wipe the *inside* and *outside* of all cabinets.
 - D. Thoroughly clean and wipe the *inside* of all cabinet drawers and shelves.
 - E. Clean toilets *inside* and *out* and *remove* all lime deposits. Clean toilet seat surfaces, top and bottom.
 - F. Mop or vacuum flooring.

OUTSIDE THE HOUSE

1. Mow, edge and water the lawn. Trim or prune trees and shrubs. Remove all trash and debris.
2. Pick up and dispose of any animal droppings.
3. Remove all trash and garbage from the premises, *including curbside*.
If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away.
4. Replace damaged screens and windows.
5. Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.
6. Repair pet damage and treat for fleas, ticks, and etc.
7. Clean outdoor light globe(s). Replace burned out or missing light bulbs.

⇐ *If you clean your house and it does **not pass inspection** you will be charged for additional cleaning.*

⇐ If only a few items are missed, you will be **charged per item**. Prices are listed below.

⇐ If more than a few items are missed, you will be charged for a full "Make-Ready Clean", which costs **\$250-\$350**.

OR... GET YOUR HOME PROFESSIONALLY CLEANED

Our experience has been that after the work and stress of moving out, tenants may be too tired to clean the house. We recommend considering a professional cleaning company.

You are certainly free to choose any company or use our recommended companies. For a list of approved companies, please email admin@stoneoakmgmt.com or call us at 512-617-6766. Make sure to inform them that this is a "Make Ready Clean." If you use our recommended vendor, they will guarantee their work.

If you hire a professional cleaning service you should provide them a list of what we expect and oversee and inspect their work. Confirm with the company you hire that they will clean the home to Management's standards and guarantee their work.

RENTAL VERIFICATIONS

We often receive requests from mortgage companies and other landlords wanting a rental verification of a tenant's rental history. Usually they want this information filled out and returned to them immediately. We are happy to comply; however, we reserve the right to charge a \$20.00 processing fee in order to cover the costs and time associated in performing this service when there are excessive requests (usually 2-3 requests per tenant are ok).

POSSIBLE CHARGES TO SECURITY DEPOSIT

The prices shown are **APPROXIMATE** costs. The final deductions will be based on the actual cleaning or repair costs incurred. These charges are subject to change at any time without notice.

GENERAL CLEANING CHARGES:

Haul Trash, debris or other items to Landfill \$200+
Steam-Clean Carpets \$60/room
Replace Dirty A/C Filters \$20 each
De-Flea and/or Deodorize Entire Unit –Actual Cost
Weed and Mulch Beds –Actual Cost
Replace or Repair Lawn –Actual Cost
Bathtub \$30
Carpet \$75+
Ceiling Fans \$25+
Counters/Cabinets \$10 each
Dishwasher \$25
Drawers/Shelves \$5+ each
Fireplace \$35+
Does not include chimney
Floors \$30+
Freezer \$20
Furniture Removal \$100+
Garage \$50+
Microwave 25+
Mirrors \$5 each
Oven or Stove \$50+
Patio \$25+
Pet Waste Removal \$100+
Refrigerator \$50+
Sinks \$10+ each
Sliding Glass Door \$25+
Toilet \$30+
Trash Removal: Exterior \$100+
Trash Removal: Interior \$100+
Vent Hood \$35+
Vertical Blinds \$35
Walls (per wall) \$35+
Windows and Tracks \$20+ each

Windows \$10 each

Replacement Costs

Battery for Smoke Alarm \$10+
Blind Wand \$5+
Door Replacement \$100+
Drip Pans (all 4) \$45
Light Bulbs - Specialty \$15+/each
Light Bulbs- Normal \$5+/each
Light Fixtures \$100+
Light Globes \$25
Mini-Blinds \$40+
Oven Rack \$30+
Reinstall Doors on Track \$30+
Screens \$35+
Stove Pans \$25+
Switch Plates \$5+
Toilet Seat \$40+
Tub stopper/Drain covers \$15+ each
Vertical Blinds \$100
Vertical Slats \$15 each
Window \$200+

Service call / Trip Charge \$50

These minimum charges are subject to change at any time without notice.

COST AND LABOR WILL BE CHARGED FOR:

Counter Repair	Carpet Replacement
Vinyl Replacement	Drywall Repair
Painting	Mow and Trim Lawn
Trim Shrubs	Trim Trees

LAST STEPS

1. Follow the above listed instructions carefully to avoid charges against your security deposit.
2. If the house does not meet the prerequisites after the inspection, applicable charges will be made with no exceptions.
3. Tenants are not permitted back on the property after vacating.
4. Secure the property upon vacating. Close and lock all windows and doors.
5. Do no lock keyless deadbolts.
6. Turn in all keys and garage remotes and gate remotes, etc.

*Please do not plan on receiving your Security Deposit in less than 30 days after fulfilling the terms of your lease agreement. Security Deposit will be sent via certified mail to the forwarding address left with the office. **Refunds cannot be picked up in person.***

Thank you for your cooperation.

