



RE/MAX REAL ESTATE GROUP  
Property Management Division  
12265 Oracle Blvd, Ste 200  
Colorado Springs, CO 80921  
(719) 457-3949  
remaxrgpmd@gmail.com

Dear Tenants,

We hope you have enjoyed living in your current residence and it is our wish to end our relationship on a positive note. When you moved in you found the property clean and ready to occupy, unless otherwise stated in your Move-In Inspection report. Except for normal wear and tear, you are required to leave the property in the same condition. The following important information will assist in a smooth transition and will ultimately help to maximize your security deposit return. In order to accomplish that goal, please use this list as a guideline when you are coordinating your move out. Please also remember that this list may not cover 100% of the responsibilities of vacating a home, but we hope that it can provide you with a good start.

According to your lease, RE/MAX Real Estate Group Property Management Division is authorized to market and show the property 45 days prior to your vacate date. During this process, a lock box and sign will be placed on the property. You will be given 24 hours' notice via email, phone or text prior to any showings being conducted unless permission is otherwise granted by you to conduct earlier showings. An agent will always be present for showings. We politely ask that you leave the house in a presentable manner, any pets should be contained, and alarms need to be deactivated.

The property must be surrendered to RE/MAX Real Estate Group Property Management Division on or before the vacate or lease expiration date. This means that any and all cleaning (carpets and general property cleaning, to include yard work) must be completed by this date. RE/MAX will not coordinate vendors for the tenant. As the tenant, it is your responsibility to ensure that the property is properly turned over to the management company. Please be aware that if the property is not turned over to RE/MAX Real Estate Group Property Management Division on the vacate date that you will be charged a daily rate for rent and utilities until keys to the property are received. **Move-out inspections WILL NOT BE PERFORMED WITH A TENANT PRIOR TO MOVE OUT OR KEY RETURN.** At move-in you provided a Move-In Conditions form which documented any issues with the property when you took possession. The inspection will be compared against this form and the items documented by the tenant. If we did not receive this, then you are agreed to use our notes and photos as a guide for what will be charged to the tenant at move out.

Your security deposit will be returned within 60 days of the end of your lease, per the arrangement stated in your rental agreement. Any deductions made for past due rent, past due utilities, insufficient cleaning, and/or damages will be itemized in writing.

Once the Security Deposit has been processed it will be mailed to you and will include a detailed letter explaining any deductions that have been made. Any challenges to deductions must be submitted in writing to our office within 14 days of the dated disposition letter. After this time challenges will not be accepted.

***You will not receive an update on any security deposit depositions until our 60-day window to return has been completed or you have received our security deposition early. Any correspondence via***



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***phone, mail, email, or text will not be acknowledged or responded to until after the allotted 60-day processing period.***

The only way you will receive credit for cleaning and carpet cleaning is if receipts are provided for professional cleaners, to include fireplace cleaning, if applicable. Our preferred vendors are noted below. If additional pet treatment is necessary, it will be charged against your Security Deposit. ***\*Receipts for all professional cleaning must be turned in with keys at the time of move out to be considered valid. Anything turned in after the keys will not be accepted or considered. Email receipts to [remaxrgpmd@gmail.com](mailto:remaxrgpmd@gmail.com). Failure to turn in receipts could result in additional carpet and/or house cleaning that will be charged to the tenants!***

***All items dropped off MUST be tagged with the property address. If we are unable to determine which property, the keys/remotes belong to you will be charge for replacements and could also be charge for additional days of occupancy.***

As you vacate, please keep the following items in mind:

#### **OUTSIDE**

- ❖ Yard:
  - Grass Mowed and weeds removed.
  - Lawn watered and green (if in season)
    - If the lawn has been neglected, a quote to revive it will be obtained from a professional lawn service company and deducted from your security deposit.
  - All animal waste removed.
  - Trash and debris removed from premises.
- ❖ Garage/Driveway:
  - Clean up any oil spots left in the garage/driveway, if applicable.
  - Sweep/clean garage
- ❖ Windows/Doors:
  - Screens should be in place on windows and doors.
  - All Doors & Windows should be locked upon your final exit. Any unsecured windows and doors that result in damage/unlawful entry will be charged against your deposit.

#### **INSIDE**

- ❖ Carpet MUST be professionally cleaned by a truck mounted service. ***The receipt must be sent to property management. Failure to do so could result in the tenants being charged for a second carpet cleaning.***
- ❖ House cleaned to professional standards. If you hire a professional cleaner, it is your responsibility to follow up on the work that was done. Anything not properly cleaned will be cleaned by the landlord and billed to the tenant. If you one of the recommended vendors, please provide the receipt to property management.
- ❖ Kitchen:
  - Refrigerator:



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- Clean the inside refrigerator/freezer
  - Defrost freezer
  - Clean exterior, including the top of refrigerator
- Dishwasher:
  - Clean outside door
  - Clean interior (if needed)
- Stove/Range/Hood/Microwave:
  - Clean entire range and vent hood
  - Oven
  - Stovetop
  - Under burners and rings
  - Drip pans
  - Bottom drawer
  - Exterior
  - Clean microwave interior and exterior
- Countertops/Cabinets:
  - Wipe all counter tops
  - Remove shelf paper and clean cabinets, inside and out
  - Secure any loose hardware
- Bathrooms:
  - Thoroughly clean Tub/shower and clear drains of debris
  - Clean shower doors and tracks
  - Clean Tiles/Grout
  - Clean Mirrors
  - Clean Sinks and clear drains of debris
  - Cabinets and drawers:
    - Clean interior and exterior
    - Remove shelf paper
    - Secure any loose hardware
  - Clean medicine cabinets
  - Clean toilets - inside and out
  - Clean light fixtures
  - Clean ceiling vents
- ❖ Windows/Doors:
  - Clean glass
  - Clean sills
  - Clean window tracks
  - Dust blinds
  - Replace/repair torn window screens, if tenant caused
  - Wipe down all doors, interior and exterior
  - Clean framing around doors and doorknobs
- ❖ Wood Burning Fireplace: Clean out fireplace and surrounding area
- ❖ Walls/Ceilings:



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- Kitchen
- Bathrooms
- Bedrooms
- Living areas
- Dining rooms
- Stairs and stair rails
- Wipe down all baseboards
- Clean heat/air vents
- Wipe down all ceiling fans and light fixtures
- Clean ceiling and corners for cobwebs
- ❖ Floors: Floors:
  - Vacuum the carpet prior to carpet cleaning
  - Sweep and mop all vinyl, wood, and tile floors.
- ❖ Sweep/clean:
  - Storage areas
  - Utility room
  - Porch/Patio
  - Decks
- ❖ Washer/Dryer
  - Wipe down interior & exterior
  - Clean lint trap to clothes dryer
  - Vacuum/sweep around and behind units
- ❖ Trash:
  - Remove all trash/debris from house, yard and garage.
  - **ANYTHING LEFT BEHIND TO BE DISPOSED OF OR HAULED AWAY WILL BE DONE SO AT TENANTS EXPENSE.**
  - If trash pick-up is scheduled after your move-out date, advise the office. If trash is not picked up when scheduled, you will be charged for anything left behind.
- ❖ Change A/C and furnace filters
- ❖ Replace all burned out bulbs in light fixtures.
- ❖ Working batteries should be present in all smoke/carbon monoxide detectors

### **SPECIAL NOTES**

1. Once you know your move-out date, fill out and return the Notice to Vacate form via email, mail or to the office. Your move-out will not be confirmed until this form is received by our office.
  - \*Email your Notice to Vacate to: [remaxrgpmd@gmail.com](mailto:remaxrgpmd@gmail.com)
  - \*Mail or deliver to: 12265 Oracle Blvd., Ste 200, Colorado Springs, CO 80922
2. Discontinue all utility services, cable/internet and cancel all newspaper subscriptions. Failure to do so could result in additional charges by the various companies that you will be responsible for.
3. Schedule USPS change of address: [www.USPS.com](http://www.USPS.com)
4. All house keys, mail keys and garage door openers, gate fobs, etc., must be returned to the property management office at the address noted above.
5. Once you have cleaned and vacated the property and keys have been returned to our office,



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a final walk-through inspection will be conducted. During the walk-through inspection, the inspector will make note of any areas in need of attention and compare to your Move-In Conditions. ***Walk-through inspections are not conducted with the tenants being present.***

6. **Your security deposit will be returned within 60 days of the end of your lease, per the arrangement stated in your rental agreement. Please do not call the office for status updates prior to 60 days.**

Any deductions made for past due rent, past due utilities, insufficient cleaning, or damages will be itemized in writing.

**PREFERRED VENDORS:**

**Cleaning:**

Citrus Clean House Cleaning (719) 232-1624

**Carpet Cleaning:**

Bee-Kleen Professional Carpet Cleaning & More (719) 597-5559

**Carpet/Flooring Repairs/Replacement:**

Dream House (Amy) (719) 641-1939

Carpet Clearance Warehouse-Clay (719) 573-9146

**Yard Maintenance & General Handyman Services:**

All Around Commercial (719) 432-8412

Affordable Maintenance (719) 482-6049

Priority Maintenance & Landscaping (719) 367-2864

**Trash and Junk Hauling:**

Junk-N-Haul (719) 466-0198

**Fireplace/Chimney Cleaning:**

Dr. Soot Chimney Sweep (719) 598-4466

It has been a pleasure having you as a tenant. We wish you many years of happiness in your new residence.

Best regards,

***RE/MAX Real Estate Group  
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