

Move-Out Instructions

Dear Resident,

We would like to remind you that your **security deposit cannot be used** to pay your prorated rent, or last months' rent. As outlined in your lease agreement, your deposit is refundable provided the premises are returned in similar condition as when you moved in, accounting for ordinary wear and tear, and any damages caused by the elements. The following guidelines are intended to assist you in preparing for your checkout inspection and ensuring your deposit is refunded.

Important Reminders:

1. **Forwarding Address:** Please ensure that you provide us with your forwarding address when returning your keys.
2. **Assumption of Readiness:** Upon key return, we will assume that all cleaning has been completed and you are ready for your exit inspection. We do **not** notify you separately regarding damages, and any charges for damages will be itemized in a report that will be mailed to you along with your security deposit refund check.
3. **Utilities:** You are responsible for contacting **Greenville Utilities** at **252-752-7166** to provide your forwarding address. We will request that your account be read and transferred to our name.

For The Drake Residents:

As outlined in your lease agreement, Optimum has assigned equipment to you. It is your responsibility to return this equipment to Optimum, and **they will charge you** for any unreturned items. We recommend obtaining a receipt for proof of return.

Cleaning Expectations:

Please be aware that **WGP does not provide in-house cleaning services**. If any of the following items are not adequately cleaned, we will need to hire a cleaning service, which may result in additional charges.

Kitchen:

- **Oven:** Clean with oven cleaner and steel wool pads.
- **Range Top:** Use a soapy solution to clean burner drip pans, under pans, lift top, and around knobs. **DO NOT use abrasive pads** on the black backsplash area.
- **Range Hood:** Clean with soapy solution and wash the filter. Remove the bottom drawer and clean under it.
- **Refrigerator:** Remove all food and clean with a mild soapy solution. Do not use abrasive cleanser. Remove the bottom drawer and clean under it.
- **Cabinets:** Vacuum or dust the exterior. Wipe down the outside with a clean, damp cloth to remove grease. Clean inside of all drawers.
- **Countertops and Sinks:** Use a soft scrub or multi-surface solution to clean stains.
- **Floors:** Sweep and mop thoroughly.

Bathroom:

- **Tub:** Use a non-abrasive cleaner or fiberglass cleaner to remove soap scum and clean the faucets. Soft Scrub works well.
- **Toilet:** Clean thoroughly, including inside and around the base.
- **Vanity:** Clean the lavatory, cabinet, and interior.
- **Floor:** Same as the kitchen—sweep and mop thoroughly.

Bedroom(s) and Living Area:

- **Closets and Laundry Areas:** Dust and vacuum well. Clean the floors, baseboards, and remove all dust and dirt.
- **Carpet:** Vacuum thoroughly and remove any spots.

Exterior Areas (Decks, Patios, Balconies, Heating Unit Closet):

- **Trash:** Do not leave trash or unwanted items. Sweep these areas and clean the walls if they are vinyl.
- **Heating Unit Closet:** Vacuum the louvered door if needed.

General:

- Ensure all **light bulbs are working** in your unit.
- Clean **walls, doors, and windows** by removing fingerprints and smudges. **Do not attempt to repair or paint the walls.**
- **DO NOT** putty picture holes.

Carpet Cleaning:

As per your lease agreement, **carpets must be professionally steam cleaned**. The carpet must be freshly vacuumed, and all furniture must be removed to ensure proper cleaning. We recommend **ACC Cleaning & Restoration** at **252-830-7928**, but you are free to use any other professional cleaning service. A paid receipt for the carpet cleaning must be submitted along with your keys at move-out, or you will be charged for cleaning.

Please **DO NOT** use rental machines or wet soapy methods, as they do not adequately clean carpets.

If you had a pet, per your lease, your carpet must be **professionally pet treated** in addition to cleaning. Should odors or stains persist after treatment, further actions, including replacement, will be at your expense.

Final Steps:

1. Shut off all **electrical breakers**.
2. Leave refrigerator doors, and all cabinet drawers and doors **OPEN**.
3. Bring your **keys, forwarding address, and current phone number** to the office.

***Rent will continue to be charged until all keys are returned. ***

If you are moving out after hours, please place your keys in an envelope, labeled with your unit number and forwarding address, and drop it in the night drop box by the office door.

We will conduct a **final inspection** of your unit within a day or so and process your security deposit refund as quickly as possible.

We sincerely wish you the best with your move and thank you for choosing WGP Property Management.

Sincerely,

Blake Harris
WGP Property Management
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