

Move-Out Instructions and Requirements

Best wishes on your next chapter. The purpose of these instructions is to clearly outline the move-out process and expectations so you can return the property in accordance with your lease. Our goal is to provide transparency and guidance to help you avoid unnecessary charges and maximize the return of your security deposit.

If you need to reference these instructions again, they are also available online at 2912realty.com.

1. PROPERTY CONDITION REQUIREMENTS

Cleaning

The property should be thoroughly cleaned prior to move-out and surrender.

Burned-out or missing lightbulbs should be replaced. If bulbs within a fixture do not match, or if one is missing, it may require replacement of all bulbs in that fixture to ensure consistency.

Things to Watch For:

- Kitchen appliances (oven, stovetop, microwave, refrigerator interior)
- Cabinets and drawers (inside and out)
- Bathrooms (toilets, tubs, showers, sinks, and fixtures)
- Baseboards, doors, and trim
- Floors and carpets
- Trash and personal items must be fully removed
- All lightbulbs should be operational and in place
- Lightbulbs within the same fixture should be of matching type, style, and wattage

If you would like a recommendation for a cleaning company, whether for general cleaning or carpet cleaning, please contact the property manager. We may be able to provide suggestions for vendors who perform work to a professional standard.

If the property is returned in less than move-in ready condition, the landlord may hire a professional to complete the required cleaning, and the cost will be charged accordingly.

Common Charge Triggers:

- Grease buildup or residue in kitchen appliances, especially ovens and stovetops
- Odors in the property, including pet-related odors
- Trash, personal items, or debris left behind inside or outside the property

Carpet Cleaning Requirement:

- Carpets must be professionally cleaned where applicable

Standard: The property should be returned in a condition ready for move-in by the next resident, consistent with your lease obligations.

Touch-Up Paint

Minor wall touch-up may be performed if done correctly.

Things to Watch For:

- Small nail holes from typical use, such as hanging pictures, are expected, generally limited to one or two small holes per wall
- Small nail holes may be filled using simple methods such as lightweight filler or toothpaste for minor patching
- Excessive nail holes, meaning more than a couple per wall, or any large holes are not considered normal and should be properly repaired
- Paint must match exactly in color and finish
- Partial or mismatched touch-up is often more noticeable than leaving minor wear

If the paint color has been altered during the tenancy, it may be required to return the walls to the original color unless prior approval was obtained from the landlord.

If you have questions about whether a paint color or repair will be acceptable, you are encouraged to contact your property manager through the resident portal. When possible, include photos and a description so guidance can be provided.

If repairs are not completed, or are completed improperly, repairs may be performed and charged accordingly.

If you are not confident in your ability to properly repair holes or match paint, it is recommended to leave the repairs as-is so they can be completed correctly after move-out.

Standard: Walls and painted surfaces should be in a condition ready for move-in, consistent with your lease obligations.

2. LAWN CARE

Most leases require the resident to maintain the lawn and landscaping throughout the tenancy. If your lease does not include this requirement, this section may not apply.

Things to Watch For:

- Lawn should be mowed and edged
- Flowerbeds should be kept free of weeds and debris
- Bushes and shrubs should be trimmed and maintained
- Leaves, clippings, and yard waste should be removed

If you have been using a lawn service, please confirm the scope of service. Many providers perform mowing only and do not include weeding, trimming, or general cleanup unless specifically requested.

If you would like a recommendation for a lawn or landscaping service, please contact the property manager. We may be able to provide suggestions for vendors who perform work to a professional standard.

If the yard is returned in less than the condition required by the lease, the landlord may hire a professional to complete the required work, and the cost will be charged accordingly.

Standard: Where applicable under your lease, the yard and landscaping should be returned in a maintained condition consistent with lease obligations and ready for move-in by the next resident.

3. UTILITIES AND PAYMENTS

Things to Watch For:

- Utilities must remain active through your lease end date
- Do not disconnect services early
- Cancel any auto-payments after your lease term ends

Standard: All services and obligations should remain in place through the end of your lease term.

4. KEYS, ACCESS DEVICES, AND SECURITY

All access devices must be returned at move-out.

Things to Watch For:

- Leave all keys, garage remotes, pool fobs/cards in the kitchen drawer closest to the refrigerator
- Confirm all doors, windows, and the garage are secured
- Lock the property upon final departure

Failure to return access devices may result in replacement or rekey charges.

Standard: The property must be fully secured and all access devices returned at the time of surrender.

5. SURRENDER OF POSSESSION

Surrender of possession is considered complete when written notice is received stating:

“I surrender the property,”

provided the property has been fully vacated, cleaned, and secured.

Notice should be submitted through the resident portal, which is the preferred method of communication.

The date this message is received establishes your official surrender date.

Timing Considerations:

- Surrendering the property prior to the lease end date may reduce your responsibility for the condition of the property after that date
- Once the property has been surrendered, responsibility for new damage occurring after surrender does not transfer to the resident
- Early surrender may also allow the move-out survey and security deposit accounting process to begin sooner

Residents remain responsible for utility services through the lease end date.

Residents also remain responsible for any other obligations as defined in the lease through the lease end date, unless otherwise agreed in writing.

Standard: Surrender is only complete upon written notice after the property has been vacated, cleaned, and secured.

6. MOVE-OUT SURVEY / PROPERTY REVIEW

A move-out survey (property condition review) will be conducted after possession has been surrendered.

Timing and Process:

- The survey is typically performed within 24 to 48 hours after surrender of the property
- This review is conducted without the resident present unless otherwise requested and permitted by applicable law
- The process will be consistent with the documentation performed prior to your move-in

Documentation Process:

- Photographs will be taken of each room and major area of the property

- Additional close-up photographs will be taken of any items, conditions, or areas that may reflect damage or require repair
- This documentation will be used for comparison against the move-in condition

Resident Attendance (If Applicable):

- Where permitted by local statutes, residents may request to be notified of the survey timing and may attend
- Attendance is limited to observation only
- The survey is not a participatory event and is not an opportunity to perform additional cleaning, repairs, or provide explanations
- The purpose of the survey is solely to document the condition of the property at the time of surrender

This survey is used as part of the evaluation process for security deposit accounting and any applicable charges.

Standard: Property condition is documented based on its state at the time of surrender and compared to the documented move-in condition.

7. SECURITY DEPOSIT ACCOUNTING

Things to Watch For:

- A forwarding address must be provided in the resident portal
- Banking information for ACH (direct deposit) may be entered and managed by the resident through the portal

If ACH information is provided in the portal, it may expedite the delivery of any funds due to you after the security deposit accounting has been completed.

Security deposit accounting is generally completed approximately 25 days after surrender; however, it will be issued within the 30-day period required by Texas Property Code Chapter 92.

Charges may apply for damages beyond normal wear and tear or failure to meet lease obligations.

8. ADDITIONAL GUIDANCE

Things to Watch For:

- Residents are encouraged to take date-stamped photos after completing all move-out tasks and prior to surrendering the property
- Final condition and acceptability of the property will be determined based on the move-out survey conducted after surrender

Thank you for your residency. We appreciate the opportunity to serve you and are available if you have any questions.