

## MOVE-OUT INSTRUCTIONS AND INFORMATION

**Security Deposit Transmittal + Refund check: Most security deposit transmittals are mailed within 30 days per Nevada State Laws.**

We are required by law to process the security deposit transmittal within 30 days. You can help speed this process by making sure you've attended to everything on this list. 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:** 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.

**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.

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

**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.

**Picture Hanger Holes:** 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. It better contact us first before you proceed to do any repair that could be very costly.

**Carpets/Title/Hard-surfaces:** Upon move-out a receipt from a professional vendor is required per the lease for the carpet cleaning and all hard surface flooring cleaning - including tile and grout. Please Include the professional's vendor receipt with your key return. If you do not provide a receipt from a professional vendor: the carpets, hard surface flooring including tile and grout will be cleaned and the cost deducted from your security deposit. We do not allow 'supermarket' cleaners.

**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 unless other arrangements has been made with the managment.** 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. A forwarding address is required *and* it must be in writing.

**Charges:** 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.**

The following most common charges that are taken from the security deposits of our tenants after they move out.

- **Cleaning**
- **Repairs from Tenant Damage**
- **Dirty A/C Filter and/or Return Air Vent**
- **Trash and/or Junk removal**
- **Burnt out light bulbs**
- **Trip Charge** - \$75 for each extra trip to the property to let vendors in to re-inspect repairs or to address trash/recycle cans.

### **SECURITY DEPOSIT DEDUCTIONS TO AVOID:**

- Missing or burned-out light bulbs
- Dirty Air Filters
- Missing or chirping smoke detector/CO2
- No receipt for professional carpet cleaner
- Carpet damage due to spills, heavy soiled foot traffic, rough use, pets, etc.
- Failed to clean all areas of the home in the cleaning checklist
- Extensive wall paint scuffs, marks, chips, and holes. Holes from flat screen TV wall mounts
- Landscape not trimmed, weeded and cleaned up
- Missing house keys/remotes/FOBS/pool keys
- Trash left out on front curb, trash cans full
- Garage/driveway has grease and oil spots
- Damage that is not considered Normal Wear & Use (see list below)

## Normal Wear & Tear vs. Actual Damage

Normal Wear and Tear	Actual Damage
<b>CARPET &amp; FLOORING</b>	
Carpeting slightly worn or faded	Torn, stained or burned carpeting, or pet odors
Furniture marks in carpet or matted carpet in high traffic areas	Rust, Oil, ground in, tears, burns, iron marks, cigar or cigarette burns, urine or pet odors.
Minor scuffing on wood floor	Large gouges or scratches on wood floor, especially seen with pets close to exits (back sliding door, front door)
Vinyl flooring worn thin	Tears, holes, or burns in vinyl flooring
Faded tiles, grout lines darkened	Excessive grime so that tiles & grout un-cleanable
Minor darkened baseboards on high traffic areas	Water damage, deep gouges, pet chewing on baseboards, or molding
<b>WALLS &amp; CEILINGS</b>	
Minor marks or nicks on walls	Excessive nicks and marks on walls
Few nail holes	Anchor screws, bolts, excessive holes, visible spackle, or non-matching paint touch up
Faded, yellowing, or small chips in paint	Crayon marks, writing on walls, unapproved paint color
Drywall cracks from settling	Holes in walls from doorknobs, holes in walls from accidents, moving
Loose wallpaper from seam or age	Ripped, torn or marked up wallpaper, unauthorized wallpaper installed
Stains on ceiling from leaking roof or plumbing	Food stains, soda, liquid stains. Stains from overflowing tub/faucet or unreported leaks.
<b>BLINDS, WINDOWS &amp; DOORS</b>	
Blinds discolored or warped behind a hot window facing the sun	Bent, broken, or missing slats, missing valances, or rods, knotted and uneven pull cords
Sticky windows	Broken window, broken or missing locks, torn or missing screens
Closet door off track	Damaged or missing closet door, or bent tracks, missing closet guides
Loose or worn hinges, door handles, warped doors	Doors with broken glass, holes, or forced entry, broken hinges, including door frames
Hard to turn locks, sticky key hole tumblers	Broken keys in locks, front/side/back door locks not
<b>PIPES, FIXTURES, AND PLUMBING</b>	
Drain clogs from normal use, lines clogged by tree roots or deterioration	Drains clogged by misuse of sink or toilet by disposal of feminine products, non-flushables, baby wipes, or trash
Worn out motor on garbage disposal	Clogged lines from popsicle sticks, bottle caps, rocks, & foods not fit for disposals (look up online for list)
Loose faucet handle/spout	Unreported active leaking faucet, causing cabinet damage

<b>PIPES, FIXTURES, AND PLUMBING cont.</b>	
Wobbling or running toilet	Cracked tank or lid, missing bolt covers
Aged fixtures or faded finish	Soap scum build up or grime build up in wet areas
Faded reflected surface on mirror, beginning to "desilver" (black spots)	Cracked or broken mirror
Loose grout between tiles	Stained, painted or missing grout. Mildew build up.
Bathroom paint faded, cracked or small chips in paint	Bathroom paint completely peeled from leaving the door closed during showers, allowing steam to build up (while leaving fan off, or keeping window closed)
Toilet seat is faded color over time	Toilet seat is broken or missing
Wobbly ceiling fan	Broken or missing blades, globes, chains, remotes
<b>APPLIANCES, CABINETS, COUNTERTOPS</b>	
Worn out refrigerator gasket	Excessive dirt behind and under fridge, clogged vents from lack of cleaning, broken or cracked shelves, trays, bins or bars
Worn out igniters at stove, worn out coils	Excessively greasy/dirty stove or burner. Gouges scrapes or dents. Broken hinges at oven door
Microwave malfunction other than harsh use	Broken handle, burn marks. Excessive grease/dirt on ventilation system. Broken door or turn table
Worn or aged countertops	Broken, chipped or missing tiles, cuts, gouges, scratches and/or burns
Worn countertop	Burns, cuts or food/cooking oil stains in countertop
<b>GARAGE, EXTERIOR, AND LANDSCAPING</b>	
Faded garage door	Denting, scratches to garage door
Faint tire marks on driveway	Grease, leaking oil, excessive dripping on parking spots
Garden hose, house repair supplies (touch up paint, tiles) left behind	Trash, swings, tires, supplies, furniture, lawn furniture, Toys, etc. left behind
Thinned or faded rock landscape	Overgrown or dead landscaping, weed growth, dog or animal feces