

Peak Property Solutions

Security Deposit Refund Guarantee Program

At Peak Property Solutions, we believe in doing things differently. If you follow the steps below and leave your home in proper condition, you can **maximize—and in many cases receive—your full security deposit refund.**

This program is designed to give you **clear expectations, no surprises, and a fair process.**

HOW TO QUALIFY FOR A FULL SECURITY DEPOSIT REFUND

To be eligible, you must complete **ALL** of the following:

1. Complete Your Move-In Inspection

- Submit your move-in inspection through RentCheck within **10 days of move-in**
 - This establishes your official baseline condition
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2. Submit Proper Notice

- Provide a **written 30-day notice** prior to vacating. Notice must be for end of lease term, lease breaks are not eligible for deposit refund guarantee program.
 - Submit via:
 - Tenant portal OR
 - Office form
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3. Schedule a Pre-Move-Out Walkthrough

- Schedule with our team before vacating

- We will:
 - Identify potential charges
 - Walk you through expectations
 - Help you avoid deductions

 **Note:** If belongings are still present, some items may not be visible and could still be charged later. *Appointment must be no more than 15 days prior to move out.*

4. Be Financially Current

- All of the following must be paid in full:
 - Rent
 - Utilities (if applicable)
 - Fees



Reminder:

Your security deposit is not your last month's rent

5. Follow All Cleaning & Move-Out Requirements

(See full checklist below)

6. Return Possession Properly

- **Keys must be returned to the Peak Property Solutions office**
- **Garage remotes and gate fobs may be left at the property on the kitchen counter**



Important:

- Keys must be labeled → \$100 fee if not
 - If keys are not returned by move out date, rent continues until keys are returned
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7. Keep Utilities On

- Utilities must remain on until the end of the lease term
 - Ensures inspection can be completed
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8. No Damage Beyond Normal Wear & Tear

Normal Wear & Tear includes:

- Lightly worn carpet traffic areas (this does not mean dirty - see below for carpet cleaning instructions)
- Minor scuffs on walls
- Faded finishes

Tenant-Responsible Damage includes:

- Pet damage or odor
 - Smoke damage
 - Broken items
 - Large holes or unauthorized repairs
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WHAT HAPPENS AFTER YOU MOVE OUT

- Inspection completed within **1–2 business days**
 - Deposit disposition sent within **14 business days**
 - Be sure to provide a **forwarding address**
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MOVE-OUT CLEANING CHECKLIST

Use this checklist yourself or provide it to your cleaning company.
This reflects the **same standard used by our professional vendors.**

GENERAL (ALL ROOMS)

- Remove all personal belongings
- Dust and wipe all baseboards
- Spot clean walls (do NOT paint or patch)
- Clean doors, door frames, and handles

- Clean light switches and outlet covers
 - Clean all light fixtures and ceiling fans
 - Clean window coverings, tracks, and sills
 - Remove cobwebs
 - Vacuum all carpet
 - Sweep and mop hard flooring
 - Replace all burnt-out light bulbs
 - Dust all air return, furnace or air conditioning grates
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KITCHEN

- Clean all cabinets and drawers (inside & out)
 - Clean countertops and backsplash
 - Clean sink and fixtures
 - Clean refrigerator (inside, outside, behind, underneath, and rubber gasket)
 - Clean oven and stove (including drip pans - or replace)
 - Clean microwave (inside & out)
 - Clean dishwasher (including gasket and door)
 - Clean range hood and filter
 - Ensure garbage disposal is clean and odor-free
 - Polish stainless steel appliances
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BATHROOMS

- Clean sinks, counters, and mirrors
 - Clean cabinets and drawers (inside & out)
 - Clean tub/shower/faucets (remove soap scum, mildew, hard water)
 - Clean all fixtures and glass
 - Clean toilets (inside, outside, base)
 - Clean exhaust fans
 - Sweep and mop floors
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BEDROOMS / LIVING AREAS

- Clean closets (remove all items, wipe shelves)
 - Clean fans and light fixtures
 - Clean windows, blinds, and tracks
 - Vacuum carpets / mop floors
 - Clean fireplace (if applicable)
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LAUNDRY AREA

- Clean washer/dryer (inside & out)
 - Remove lint buildup
 - Clean behind appliances
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GARAGE / EXTERIOR

- Sweep garage floor
 - Remove oil stains
 - Clean patios, walkways, and entry areas
 - Remove all trash and debris
 - Remove ALL pet waste
 - Mow, edge, and trim landscaping (if applicable)
 - Remove weeds
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FINAL STEPS BEFORE TURNING IN KEYS

- Property completely empty
 - All cleaning completed
 - All trash removed
 - Windows and doors secured
 - Do NOT lock keyless deadbolts
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IMPORTANT REMINDERS

- Do **NOT**:
 - Paint
 - Patch holes
 - Attempt touch-ups
 - Carpet cleaning:
 - Must be **professional (truck-mounted)** if required
 - Receipt must be provided
 - Missed items will result in charges to return the home to rent-ready condition
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OUR COMMITMENT TO YOU

We are committed to:

- Transparency
- Fairness
- Clear expectations

If you follow this guide, you will:

- ✓ Avoid surprises
- ✓ Reduce charges
- ✓ Maximize your refund