



Security Deposit Refund Policies

Step One: Provide Written Notice

- Submit written notice to vacate at least 30 days prior to the 1st of the month or by the day rent is due. You can submit a notice earlier than 30 days at any time.
 - **Important:** Cancel your rent autopay on the Resident Portal to avoid unnecessary charges.
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Step Two: Prepare the Property

General:

- Replace any missing or burnt-out light bulbs. Ensure all bulbs match, are a neutral color, and are the correct type and wattage for each fixture.
- Clean windows and windowsills inside and out. Dust ceiling fans and other surfaces.
- Remove satellite dishes, cable/internet devices, and equipment from the property.
- Clean all vents, exhaust fans, and air grills. Replace air filters with new ones.

Kitchen:

- Oven/Range/Hood: Clean thoroughly, removing burnt spots, grease, and residue from oven walls, racks, drip pans, and broiler pans. Clean under the stove top if necessary. Replace drip pans if needed. Ensure no cleaning product residue remains inside.
- Refrigerator(s): Clean exterior and interior shelves, bins, walls, kickplates, and filters. Empty the ice maker before utilities are shut off.
- Cabinets: Clean all kitchen cabinets inside and out.
- Other: Wipe down washing machines, dryers, and dishwashers inside and out. Empty lint catchers and ensure no debris remains. Ensure internal washing machine rings are clean and dry.

Bathrooms:

- Clean and sanitize all fixtures, sinks, tubs, showers, toilets, mirrors, and lights.

Floors and Carpets:

- Carpets: Professionally clean all carpets and provide a receipt. Cleaning must eliminate all pet odors and stains. Tenants may be charged for reclean or replacement if stains or smells persist.
- Clean all hard floors thoroughly.

Interior Maintenance:

- Remove all marks, stains, or stickers from walls, furniture, and surfaces.
- Clean woodwork (e.g., baseboards, door jambs) and doors.

Trash and Debris:

- Remove all trash from inside and outside the property. Empty all household trash bins.
- Note: Dumping furniture near dumpsters or outside the property is prohibited and may result in fines and/or removal costs.

Yards (if applicable):

- Mow and trim the yard. Rake and remove leaves, weeds, and other debris. Fill in any holes created by pets and clean up all pet waste and hair.

Repairs:

- Do not attempt to repair walls or paint without prior authorization from Management.
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Step Three: Return Keys and Final Inspection

- Return all keys (including mailbox keys, garage door openers, and community access keys) to Management no later than your scheduled move-out date. **Arizona law states that tenants remain in possession of the property until all keys and access devices are returned.** Ensure all doors, windows, and access areas are locked before leaving the premises.
 - If desired, the tenant may request to be present for the move-out inspection. Schedule a move-out inspection with Management before your designated move-out date. Utilities must remain on for the inspection. Inspections are conducted only with residents listed on the lease.
 - **Note:** A \$50.00 re-inspection fee will be charged for additional inspections, if required, at the Manager's discretion.
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Additional Information:

- Charges will be applied for any items left undone or for damage not noted on the move-in inspection sheet. The property must be returned to “rent-ready” condition as determined by Management during the inspection.
 - Provide a forwarding address to Management to ensure receipt of your deposit refund/ deposit disposition. A statement outlining any deductions will be mailed within **14 business days**. If a forwarding address is not provided, the deposit refund/deposit disposition is mailed to the last known address on file.
 - Any stop payment requests for security deposit refund checks resulting from an incorrect forwarding address, failure to establish mail forwarding, or failure to retrieve certified mail from the post office within the required timeframe will be charged to the tenant.
 - Did you know you can easily forward your mail online through USPS? Follow this step-by-step guide to set up mail forwarding: <https://www.usps.com/manage/forward.htm>
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Please be considerate of your manager and inspector during the move-out process. We understand that moving can be stressful, and we share the same goal: ensuring you receive 100% of your deposit back. Achieving this makes your transition smoother and our work more efficient. Thank you for your cooperation! If you have any questions, please contact Management.