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Move-Out Instructions

As you prepare for your upcoming move-out, we want to provide you with important information to ensure a smooth transition and avoid any potential deductions from your security deposit.

1. Wellness Check:

- We recommend Residents perform a Wellness Check prior to moving out. By reviewing the inspection on the Online Tenant Portal, and checking the items that are often causes of preventable fees, you can set yourself up for a smooth move-out. [For more details, take a look at this page of our website!](#)

2. Forwarding Address:

- Please provide us with your forwarding address to facilitate the processing of your move-out and security deposit information. If no address is provided, it will be mailed to the first address listed.

3. Utilities:

- Please ensure that utilities remain active for at least 3 days after the end of your lease or move-out date. If the Resident changes the service status and Management has to resolve it, a \$200 administrative fee will apply.
- **Georgia Power:** If you have GA Power service, Management will turn off the service for you by turning on the service for the Landlord. Please do **NOT** do anything to change your GA Power service status. If the Resident changes the service status and Management has to resolve it, a \$200 administrative fee will apply.

4. Cleaning/Carpet Requirements: MUST EMAIL RECEIPT TO info@palmpropertymgt.com

- As stated in your lease, the unit must be professionally cleaned. Alternatively, you may choose to have the cleaning fee deducted from your security deposit. Additionally, if your unit has carpeting, you are required to be professionally steam cleaned. You also have the option to deduct the carpet cleaning fee from your security deposit.

5. Flea Treatment: MUST EMAIL RECEIPT TO info@palmpropertymgmt.com

- If you have had an animal in the unit, your lease requires that a professional flea treatment be completed on both the interior and exterior of the property.

6. Trash Disposal:

- To avoid a minimum charge of \$500, ensure that no trash or items are left inside, outside, on the curb, in the yard, or on the sidewalk for pick-up. This will be considered illegal dumping. If you choose to have the city remove your personal belongings, you must make a 311 request and provide documentation to the office at move out or you will be charged for removal.

7. Key Return Instructions:

- **General Instructions:** Turning in your keys relinquishes your possession of the property and must be done to avoid holdover rent charges. You must drop off your keys at our office located at 360 Quarterman Dr., Suite 1.
- If the office is closed, please place your keys (unit keys, mailbox keys, door access cards, and garage/gate access devices) in an envelope labeled with your unit address and drop them in the door slot.
- **For Twin Oaks and Oak Meadows Residents:** Please coordinate directly with our onsite Manager, Chris, at (912) 320-2840 for your key drop-off. He will either meet you to collect the keys or provide instructions on where to leave them if a meeting is not possible.

8. Small Repairs:

- Please replace any dead lightbulbs, cover any nail or screw holes and paint damage, clean or replace stove pans, check smoke detector batteries, remove hair in drains, and replace any broken blinds. These small repairs help limit damage charges, as we incur labor costs to address the issues.

9. Air Filter Replacement:

- If you have central air, please replace the air filter upon moving out. According to your lease, filters should be replaced every 30 days.

10.Landscaping:

- If you have been responsible for maintaining landscaping, ensure that the yard/lawn is returned to its move-in condition. Costs associated with restoring the property's exterior to its original condition will be added to your move-out charges.

11.Work Orders:

- To resolve any issues and make your move-out process smoother, consider submitting work orders before your final inspection. This will help identify and address problems in advance, potentially reducing stress and charges. Reporting damages does not eliminate your financial responsibility. You may be charged for any damage caused by action or inaction. Early reporting allows us to seek lower-cost repair solutions.

12.Mail Forwarding:

- Please forward your mail to your new address using the [USPS Movers Guide](#)

13.Lease Term and Early Termination:

- Consult your lease for details on lease term dates and any early termination fees. Please note that rent is not prorated within a month, and any notice to vacate will end on the last day of the month, as per Palm Property Management policy.

Once keys are returned, possession of the property is transferred back to us, and you will not be allowed to access the property for any reason, including to perform additional tasks. All repairs, cleaning, and other work must be completed before you turn over possession.



Common Charges at Move-Out:

Wall Damage

1. All holes in the walls must be patched. Excessive or large holes can result in additional charges.
2. Minor scuffing may or may not be covered under normal wear and tear. Factors such as the extent, size, shape, location of scuffing, and the duration since move-in affect whether charges may apply. To avoid potential charges, we recommend painting over any scuffs.
3. Please remove all stickers, tape, and command hooks from both interior and exterior walls. Despite claims of being “scuff-free,” these products can damage paint, which may lead to charges.
4. If there are any drawings on the walls, please address them before moving out.

Charges will apply for cleaning or painting if needed. If you have any questions about matching paint colors, please feel free to reach out to us.

Blinds:

If there are any broken blinds, we suggest replacing them yourself before you move out to avoid additional charges.

Washer & Dryer:

If you plan to leave the washer and dryer behind, please inform us so we can make arrangements with the Property Owner. If the Property Owner decides not to keep them, removal fees may apply. We would prefer to address this before your move-out to save you potential fees.

Wall Mounted TV's:

Our leases do not permit wall-mounted TVs. To comply, you must remove the TV, mount it, and repair any resulting damage. Any mounting structures or holes left in the walls will be considered beyond normal wear and tear and may result in additional charges.

**Moisture Intrusion:**

1. We recommend wiping any mildew and treating it with an antimicrobial spray.
2. Using exhaust fans, hood vents, and dehumidifiers as needed.
3. Leaving bathroom doors open after use to allow steam to escape.
4. If you notice any moisture damage, please submit a work order with pictures immediately.

Changed Locks:

If you have changed the locks, please:

1. Submit a copy of your new key to our office
2. Return the original functional lock to the door at move-out.

Consult your lease for details regarding locks and access rights. Our locking system is designed to safely and easily update keys if needed.

Smoke or Pet Smells:

To avoid additional charges for aeration, please take steps to treat and eliminate any smoke or pet smells in the home.

Pool Maintenance:

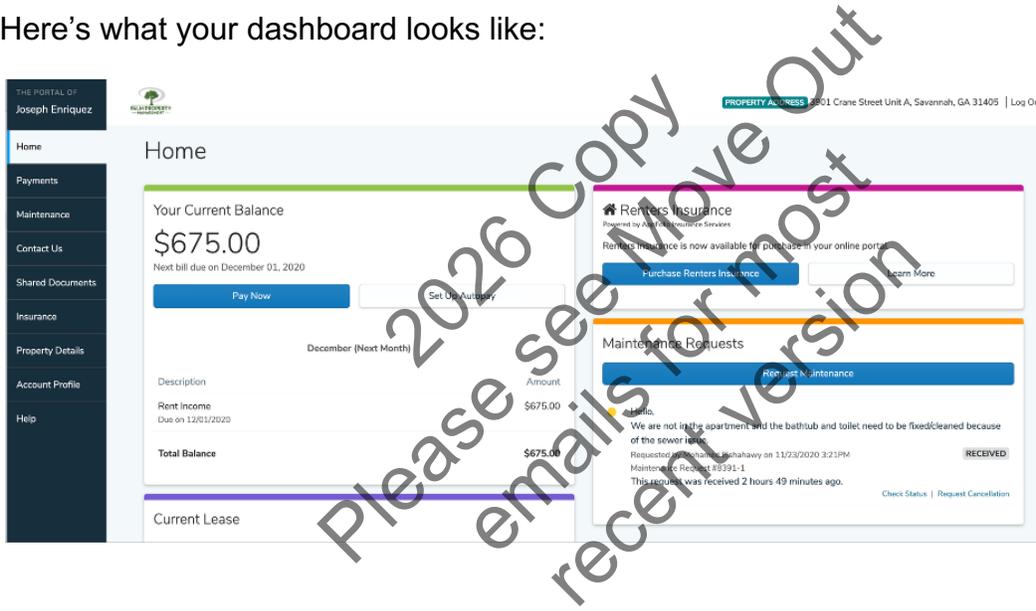
Remove any kiddie pools and standing water immediately. This is important for safety reasons and to avoid potential charges. Empty all above-ground and inflatable pools when not in use. Ensure in-ground pools are left clean



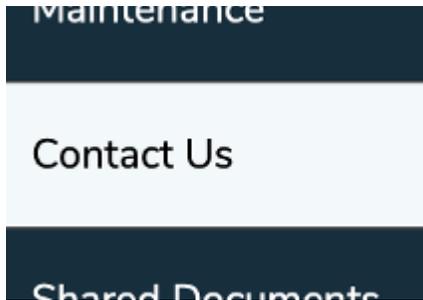
How to Submit Notice Through the Online Tenant Portal

If you have not used your online tenant portal, she's really easy to work with! (So long as you remember your passwords!)

Here's what your dashboard looks like:



Click on the "Contact Us" on the side bar:





Once that opens, you will see the “Request Notice to Vacate” Option on the right side of the Page under Contact Options:

How to Submit Notice Through the Online Tenant Portal

PALM PROPERTY MANAGEMENT

PROPERTY ADDRESS 3901 Crane Street Ur

Contact Us

Palm Property Management, LLC

Phone Number
(912) 509-7256

Contact Options

[Request Maintenance](#) [Request Notice to Vacate](#)

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Fill out this form to the best of your ability and click “Submit” to complete this process!



How to Submit Notice Through the Online Tenant Portal

Contact Us

Move Out Notice

Creation Date
11/23/2020

Desired Move Out Date



Please note this date will need to be approved by your property manager in accordance with your lease terms.

Reason For Leaving

Know your forwarding address?

Yes
 No

Forwarding Address

Address

Address Line 2

City State Zip

Country

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We're sorry to see you go, but we appreciate your understanding and willingness to go through the process, so that we can make sure that you are properly taken care of!