



MOVE OUT PROCEDURES

Now that you are moving out, your Lease Agreement requires that you leave the property in a clean and undamaged condition.

We have every intention of returning your Security Deposit & Pet Deposit as long as you have fulfilled your agreement with us.

The following information is provided to help you get your Security Deposit returned without any misunderstandings.

- * According to the terms of your lease, Hance Realty has 30 days to return your Security Deposit. The Security Deposits will be mailed to the forwarding address you leave with the office within 30 days after the move-out inspection. Refunds cannot be picked up at the office.
- * Remember to Clean your Rental Property inside/outside to avoid any charges against your deposit.
- * Cooperate with showings of the property for sale or rental, keeping it in a presentable condition.

Your Lease Agreement authorizes us to place on the property a key box containing a key to show the property during the last 30 days of your lease or at any time the Landlord lists the property for sale.

You may withdraw the authorization to place a key box on the property by providing written notice and paying **1 (One) Month's Rent** as consideration for the withdrawal. Landlords will remove the key box within a reasonable time after receipt of the notice of withdrawal and payment of the required fee.

If agents are denied access or are not able to access the property because of tenant's failure to make the property accessible, tenant will be charged a trip charge of \$50.00

Failure to allow reasonable showings during the final 30 days of the lease constitutes default of the lease. The Security Deposit, in it's entirety, can be forfeited for this reason. Please cooperate with our agents.



PREPARING FOR MOVE – OUT

- * You must provide the office a complete Forwarding Address
- * All keys, Garage Door Openers and Gate Remotes, etc., must be turned in by the expiration date of the lease agreement or a pro-rated rent will be charged daily until they are turned in.

If Tenant fails to vacate the Property at the time this lease ends Tenant will pay Landlord rent for the holdover period and indemnify Landlord and prospective tenants for damages, including but not limited to lost rent, lodging expenses, costs of eviction, and attorneys' fees. Rent for any holdover period will be three (3) times the monthly rent, calculated on a daily basis, and will be immediately due and payable daily without notice or demand.

* Post Office keys: If mailbox keys were originally issued by the Post Office, then they should be turned in to the Post Office with a Change of address notice.

* We will conduct a final Move Out Inspection after all furnishings have been removed and all CLEANING accomplished and the keys are turned in to Hance Realty, LLC., to document the condition that you leave the property.

* We will send out a photographer to do Move Out Pictures. He or She will not be able to tell you what charges will or will not be charged against your Security Deposit.

* The property manager will compare the Move- In pictures with the Move- Out pictures and with your Move- In check list and the reports from the maintenance personnel after you Move- Out to determine if there will be any charges against your security deposit.

- We do not perform Move Out inspections with tenants present at the property. Remember the photographer will only take Move- Out pictures. He/She will not be able to tell you what charges will or will not be charged against your Security Deposit. They are only there to document the condition of the property.



Utilities Must Be on During The Inspection.

If the Utilities are not on for the Move- Out inspection, tenants will be charged a \$50 trip charge. Any delays caused by the Utilities not being turned on will delay the return of your Security Deposit.

Tenants are not permitted back on the property after vacating.

Call utility companies and arrange for final readings.
(Remember: Utilities must be left on for the Move- Out Inspection).

The following suggestions & helpful reminders are listed to ensure the maximum return of your security deposit. Also here are some helpful reminders of items that many people overlook or forgot upon vacating. Please use this checklist as a guideline.

The condition of the property will be evaluated according to, but not limited to, the following:

INSIDE:

- All personal belongings must be removed from the premises.
- Painting: Please remove all nails. **DO NOT PATCH, SPACKLE OR SPOT PAINT NAIL HOLES, OR TOUCH UP PAINT WITHOUR APPROVAL. If you paint & it does not match or if you do a poor job of filling holes, you will be charged for necessary painting to match the existing paint or to redo the wall (tape/float/paint). Charges for painting depend on length of time in the property and whether it exceeds normal wear & tear.**
- Carpet Cleaning: Tenant's are required to have the carpets Professionally Cleaned at the time of Move- Out. This must be done after you have completely removed all your belongings and vacated the property. A receipt from a professional carpet cleaning company must be provided to us when you turn in your keys. **DO NOT rent a machine from a store or use home cleaning machines. Only professional cleaning is acceptable.**
- Be sure to have any spot treatments or pet treatments done as needed. If any Odors or Pet Odors resurfaces after you have vacated the property you are responsible for charges incurred to remove the odor.



- If you hire a carpet cleaner other than the ones we use, **BE SURE THE CARPET CLEANER WILL GUARANTEE their WORK TO HANCE REALTY'S standards / satisfaction.** The carpet cleaners we use is C N A Carpet & Flooring Solutions, representative, Carlos Mendez. Office# (210)-251-8595.
- Clean vinyl, wood and or tile flooring. Clean and dust all baseboards.
- Be sure to clean or replace Air conditioner filters with pleated filters as you vacate the property. HVAC and water heater enclosures should be vacuumed.
- Walls, baseboards and ceilings must be cleaned and free of cobwebs and lint and spot clean walls as necessary.
- Clean fireplace, hearth and mantle, remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing.
- Clean all wall switch plates and outlet covers.
- Clean all windows inside and out, clean window sills, mini-blinds and vertical slats thoroughly. Be careful not to bend or damage the slats when cleaning.
- Clean mirrors, windows and sliding glass doors with glass cleaner. Also clean window and sliding glass door tracks.
- **CLEAN CEILING FANS & LIGHT FIXTURES**
- Replace burned out or missing light bulbs, be sure to use the correct wattage and type. Replace broken globes. Make sure the ceiling fan blades including the top and light kits are clean. Also check the ceiling surrounding all fans.
- Often dust has gathered by the fans and adheres to the ceiling. One of the easiest ways to clean this is to lightly sweep the ceiling with a broom.



- Smoke alarms must be operative. Replace batteries as necessary.
- Clean All closets, storage spaces and shelving free of dust, spider webs and miscellaneous debris.
- **CLEAN KITCHEN APPLIANCES INSIDE & OUT, REPLACE BURNED OUT LIGHT BULBS, IN THE APPLIANCES.**
- Clean oven, stove and under drip pans. If the drip pans and rings on the range are not clean and in like new condition, it would be more economical for you to replace them yourself, rather than to be charged for them. Foil covering drip pans is not acceptable.
- Clean Oven/Range Hood vent including filter.
- Wash out refrigerator and compartments, including freezer. Do not forget to wash off the top exterior of the refrigerator and clean the rubber gasket around refrigerator and freezer door. Clean bottom vent. Clean under the all appliances (flooring).
- **CLEAN DISHWASHER**
- Run empty dishwasher one last time. Use the normal amount of soap you would use for a full load. Wipe down the gasket and the door and do the surrounding areas.
- Be sure garbage disposal is clean and free of debris. (Do not use fingers to check) Return/Replace sink stoppers.
- All Countertops, cabinets and drawers must be cleaned.
- All cabinets must be cleaned- Thoroughly clean and wipe the inside & outside of all cabinets.
- All drawers must be cleaned- Thoroughly clean and wipe the inside of all cabinet drawers & shelves.
- Clean sinks, faucets & countertops- free of stains, scale and rust. Return stoppers to sink.



- **CLEAN BATHROOMS**

- A. Clean counter tops, sinks, soap dishes, tiles, fixtures, tub and or showers. Be certain they are free of mold/mildew, soap scum, scale and rust.
- B. Clean mirrors, light fixtures and medicine cabinets.
- C. Thoroughly clean and wipe the inside & outside of all cabinets.
- D. Thoroughly clean and wipe the inside of all cabinet drawers and shelves.
- E. Clean toilets inside and out and remove all lime deposits. Clean toilet seat surfaces, top and bottom.
- F. Mop and or vacuum flooring which ever applies.

Do not use scouring power to clean acrylic or fiberglass tubs. It will ruin the finish.

- **OUTSIDE**

- A. Lawns must be neatly mowed and edged, trees and shrubs trimmed or pruned, yard watered and all trash and debris removed.
- B. Any animal droppings are to be picked up and disposed of.
- C. All trash and garbage must be removed from the premises (including curbside). If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away.
- D. Replace damaged screens and windows.
- E. Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.
- F. Repair pet damage and treat for fleas/ticks etc.
- G. Clean outdoor light globe(s), replace burned out or missing light, bulbs.



Our experience has been that after the work and stress of moving out, tenants may be too tired to clean the house. We recommend considering a professional cleaning company.

You are certainly free to choose any company or use our recommended company, please call us for a list of cleaning companies.

If you hire a professional cleaning service you should provide them a list of what we expect and oversee and inspect their work.

Please follow the above instructions carefully. If the house does not meet the pre-requisites after the inspection, applicable charges will be made **WITH NO EXCEPTIONS.**

Tenants are not permitted back on the property after vacating.

Very Important!!!

Upon leaving, please be sure to fully secure the property by locking all windows and doors. Do not lock the keyless Deadbolt. Please.

Rental Verifications

We often receive requests from mortgage companies and other landlords wanting a rental verification of a tenant's rental history. Usually they want this information filled out and returned to them immediately. We are happy to comply and get them the information they request; however, we require a \$20.00 processing fee in order to cover the costs and time associated in performing this service.



We have compiled a list of average charges. Nothing herein shall be construed as a limitation on agent's rights to pursue resident for damages not specifically listed hereon:

These are minimum charges and prices may not include trip charges or labor.

POSSIBLE CHARGES TO SECURITY DEPOSIT

GENERAL CLEANING CHARGES:

Clean Carpet	\$150 +	Oven or Stove	\$75+
Vent Hood	\$35+	Replace Range Pans	\$40+
Refrigerator	\$50+	Freezer	\$20+
Counters/Cabinets	\$5+	Toilet (each)	\$25+
Drawers/Sinks	\$5+ (each)	Bathtub	\$30+
Dishwasher	\$20+	Mirrors	\$10+
Mini-blind	\$20+ (each)	Windows	\$10+ (each)
Vertical Blinds	\$35+	Floors	\$30+
Ceiling Fans	\$25+	Patio	\$25+
Sliding Glass Door	\$25+	Clean Garage	\$50+
Cleaning Dirty Vent Hood	\$35+	Furniture Removal	\$75+

Cleaning walls (Per Wall)	\$35+
Re-keying when no keys are returned	\$85+
Trash Removal from interior of house	\$65+
Trash Removal from exterior of house	\$65+
Wash windows and tracks	\$20+ (each)
Cleaning Fireplace	\$35+ Does not include Chimney



DAMAGE / REPLACEMENT CHARGES:

Tub stopper/Drain Covers	\$15+	Blind Wand	\$5+
Drip Pans (All 4)	\$45+	Vertical Slats	\$15+
Vertical Blinds	\$100+	Light Bulbs	\$5+ (each)
Mini Blinds	\$40+	Specialty Bulbs	\$15+ (each)
Light Fixtures	\$100+	Screens	\$35+
Door Replacement	\$100+	Window	\$200+
Light Globes	\$25+ (each)	Oven Rack	\$30+
Toilet Seat	\$40+	Switch Plates	\$5+ (each)
Reinstall Doors on Track	\$30+	Battery for Smoke Alarm	\$10+(each)
Service Call / Trip Charge	\$50+		

These minimum charges are subject to change at any time without notice.

COST AND LABOR WILL BE CHARGE FOR:

Counter Repair
 Carpet Replacement
 Vinyl floor Replacement
 Drywall Repair
 Painting
 Mow & Trim of Lawn
 Trim Shrubs
 Trim Trees
 Haul Away for Items Left Behind

ALL KEYS & GARAGE DOOR REMOTES & GATE REMOTES, ETC. MUST BE TURNED IN AT THE SCHEDULED CHECKOUT TIME. PLEASE BE SURE TO LEAVE KEYLESS DEADBOLTS UNLOCKED.

***If you have any questions, please feel free to call the Property Manager. We wish you a pleasant move and the best of luck in your new home.

Please do not plan on receiving your Security Deposit in less than 30 days after fulfilling the terms of your lease agreement.

**Thank you for your cooperation,
 Hance Realty LLC.**