



## **TENANT MOVE-OUT INSTRUCTIONS**

To: Departing Residents

Re: Instructions for Vacating Premises

From: The Edwards Companies, LLC

### **Forwarding Address and Contact Information**

To ensure a timely and efficient return of your deposit, we will need your forwarding address and contact information. We will issue one check for any security deposit refund. This check will be made out in all tenants' names. It is the tenants' responsibility to work out the details of distribution.

**Your New Mailing Address:** 1) Be sure to contact USPS to change to your new forwarding mailing address, and 2) contact and provide your new mailing address to all vendors, subscription providers, utility companies, financial institutions, etc. (for all bills, newspapers and magazines, etc.).

### **Security Deposit**

Pay all applicable and outstanding charges owed. *Your security deposit cannot be used as your last month's rent.*

Your deposit refund will be processed within **30 days** and returned no later than **60 days** from the end of your lease term.

### **Key and Access Control Return**

All keys and other items (properly identified) related to the premises must be returned to TEC no later than 5:30pm the day of lease termination. Do not leave the keys at the unit. Rent charges will continue until we receive the keys and all personal property is removed from the premises.

### **Checklist of Minimal Move-out Requirements**

The following "starter" checklist is a reminder of the minimum requirements of residents prior to vacating the premises.

- ✓ Repairs: repairs any damages to the unit. TEC will inspect these at move-out.
- ✓ Cleaning: review "**Tenant Cleaning Checklist**" for complete cleaning requirements (included in this document)
- ✓ All light bulbs working
- ✓ All household and yard debris removed
- ✓ All keys and garage door openers inventoried at move in, returned to TEC
- ✓ Remove all debris and arrange for final garbage pick up. Professional debris removal is very expensive and will be charged to your security deposit



- ✓ Mow, weed and rake yard

**Note: Holes in walls should not be spackled, as spackling necessitates walls being painted.** The Rental Agreement signed at move-in stipulated the property be returned in the same condition received, normal wear and tear expected. The "**Property Condition Report**" form signed at move-in, will be used to make this determination. Any alterations should be discussed with the Property Manager.

The Property Manager will inspect the property shortly after **all** keys are returned to TEC. Should you have specific questions, please contact us.

**CONTINUED NEXT PAGE**



## **TENANT CLEANING CHECKLIST**

### **Checklist Overview and Security Deposit**

We are certain that you wish to receive a full return of your deposit. It is much easier for us to return your deposit than deduct items from it. In preparation for your move-out inspection, please complete the following items included in this checklist provided to you as a courtesy "reminder" of what is expected per your lease agreement. Please keep in mind that damage and the costs of non-compliance of the lease terms may be deducted from your security deposit. Please understand that this checklist is considered a generalized guide for move-out as it may include items that do not relate to your specific unit (refer to your lease). Your deposit refund will be processed within 30 days from the end of your lease term.

### **Cleaning**

- o **REMEMBER: How beautiful did the home look when you moved in?** That's because TEC has its homes professionally cleaned prior to resident move in. Our expectation is that it should look the same when you leave. This requires work, time, and costs on your behalf. If you haven't properly maintained the interior of the home during your tenancy then you can expect more time, work and costs associated with repairing the home prior to moving.
- o Have the property clean throughout the interior and the exterior.
- o **Cleaning your unit should include the following (at a minimum):**
  - ✓ Clean/wash all vinyl or tile floors
  - ✓ Dust and clean all mini-blinds
  - ✓ Dust and wipe clean all windows inside and out (where applicable)
  - ✓ Dust and wipe clean all window sills, window tracks, storm windows and door casings, trim work, baseboards and doors
  - ✓ Dust and clean all walls to remove dirt and cobwebs
  - ✓ Dust and wipe clean all ceiling fans and electric light fixtures
  - ✓ Clean and wipe out all drawers, cabinets and shelves in the unit (especially in kitchen and bathrooms)
  - ✓ Clean and wipe out all sinks, toilets, bath tubs, showers, and vanities in the unit (especially in kitchen and bathrooms)
  - ✓ Clean and wipe interior and exterior (including top) of all appliances and fixtures in the kitchen, bathrooms, and utility areas including refrigerator, stove/oven, microwave, dishwasher, and washer/dryer



- ✓ Clean behind and underneath refrigerator, stove/oven, microwave, and washer/dryer (if included in unit). Be careful not to damage floors when moving appliances.
- ✓ Do not leave the refrigerator or stove unplugged after cleaning
- ✓ Dust and clean wipe in and around Fireplace/Mantle
- ✓ Clean and wipe down all hardwoods using proper care not to cause damage
- ✓ Removal of cobwebs inside and out
- o Tenant caused dirt is not normal "wear and tear."
- o Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.
- o Close and secure all windows and doors before vacating
- o **There will be a charge if you do not restore the interior of the home to its previous condition.**

### **Carpet Cleaning**

- o Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets, and also if the carpet cleaning exceeds normal wear and tear.
- o You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.
- o Up to **one** year: carpets will require cleaning. Tenants incur charges if tenant does not have carpets professionally cleaned. **One to two** years in the property, you will be charged 50% of the cleaning of normal wear and tear.
- o After **two years**, there is no charge for normal wear and tear. However, there is a charge for carpet damage and stains.
- o Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- o Call TEC for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- o If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of TEC, and a receipt is required during the walk through inspection.
- o Tenants please note: TEC will not reimburse for any carpet cleaning contracted by tenants.
- o *A receipt from the professional carpet cleaning company must be provided when you return your keys. If a receipt is not provided at move-out, TEC reserves the right to have the carpets professionally cleaned at the tenants' expense.*

### **Draperies/window coverings/windows**



Cleaning—*If dusting is insufficient and there is an additional charge for cleaning, such charges will be deducted from your security deposit.*

Replacement—*If you have damaged or broken blinds or window coverings, they must be replaced or you will be charged the full cost of replacement.*

- o Wipe all mini blinds – do not use harsh chemicals on the blinds.
- o Clean all windows inside and out (where possible).

## **Replacements**

- o The following must be in working order to avoid charges when moving out:
  - Broken or damaged mini blinds
  - Burned out light bulbs (interior and exterior)
  - Non-working smoke or CO2 detectors AND batteries. Remember, it is the tenant's responsibility to furnish working batteries after move in.
  - Damaged and missing doorstops
  - Furnace and Air Filters – vacuum, dust and change the filters just before you vacate the property, and make sure you use the correct size. Remember, it is the tenant's responsibility to furnish and replace filters after move in.
  - Drip pans and rings on stove (be sure to replace with correct size and color)
  - Window screens (where applicable)

## **Pest Control**

- o If you have a pet at the property (either authorized or unauthorized), you are required to do the following:
- o If you have a pet, leave an adequate supply of insect/flea foggers. The minimum required is four (4) foggers. If you have three bedrooms, two baths, and 2-car garage home or larger, you must supply a minimum of six (6) foggers. There is a charge if you do not leave the foggers unopened in the property.
- o If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges. Therefore, follow the proceedings for using the foggers.
- o All foggers must be left unopened and given to agent during walk through inspection.
- o TEC will place and discharge them after the walk-through.
- o If you fail to leave the proper number of foggers, there will be a charge.



## Landscape Care and Clean Up

- o **REMEMBER: How beautiful did the landscaping look when you moved in?** That's because TEC has the landscape professionally manicured prior to resident move in. Our expectation is that it should look the same when you leave. This requires work, time, and money on your behalf. If you haven't properly maintained the yard and landscape during your tenancy then you can expect more time, work and costs associated with repairing the yard prior to moving.
- o The outside area is to be neatly mowed, trimmed, pruned, fertilized, weeded, pine-straw/barked/mulched, weed-eat and watered for outside areas that apply in your rental contract.
- o Restore flowerbeds and "natural areas" to move-in condition by cleaning out and removing dead leaves and limbs out.
- o Remove all trash and debris, placing in the proper receptacles.
- o Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- o Pick up any animal feces whether you have an animal or not.
- o **There will be a charge if you do not restore the landscape and lawn to its previous condition.**

## Trash

- o Tenants must dispose of all trash, i.e. mattresses, furniture, clothes, etc. properly, from both inside and outside the unit and in any storage areas. No items are to be left in the unit or at the curbside/dumpster.
- o If you leave behind trash items that will not be taken during regular trash pick-up, your will be charged a fee to have such items removed by TEC.
- o Do not leave large items in the yard, driveway, or at the street. Make arrangements in advance for the City of Raleigh Solid Waste Services to remove any bulky items by calling (919) 996-6890 or visiting the website: [www.raleighnc.gov/home/content/Departments/Articles/SolidWasteServices](http://www.raleighnc.gov/home/content/Departments/Articles/SolidWasteServices).
- o If your property is cited by a City of Raleigh Inspector for improper debris storage and/or disposal, you may be responsible for any fines associated with this citation.
- o If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- o Place all other trash within the appropriate trash receptacles for normal trash removal.
- o Do not overflow trash receptacles.
- o The entire cost of removal of trash or abandoned property will be withheld from the security deposit. The cost will be an hourly rate plus any dump fees, dumpster rental or trailer rental charges.



### **Painting**

- o We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- o Charges can occur if unnecessary painting is required due to tenant painting.
- o Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

### **Utilities**

- o Leave heat/AC units on to avoid any damages to unit from extreme heat or cold temperatures. Set to 80 degrees for AC in summer or 60 degrees for heat in winter. Do not turn heat/AC completely off at move-out.
- o Utilities must be left on and in the tenants' names until the last day of lease obligation.
- o If your heat source is fueled by oil or propane, you must have the tank filled at move-out. You must provide a receipt when you turn in your keys or charges will apply.