



## EXPLANATION OF THE MOVE-OUT PROCESS

Please take a moment to thoroughly read and follow the move-out guidelines below. They will help you understand what's expected in order to receive your security/pet deposit funds back in full.

### 1. MOVE-OUT INSPECTION

- The initial move-out inspection is **NOT** a final inspection, it is a preliminary inspection and start of the move-out process. Once the initial move-out inspection is completed and submitted to the owner, they may choose to complete their own inspection and identify things that may have been overlooked.
- During the process, we compare both the move-in and move-out inspection reports along with pictures to determine what work needs to be completed to return the home to move in condition.
- If you desire to be present at the initial move-out inspection, the appointment must be set 5 business days before the requested date. **The initial move-out inspection can only be scheduled Monday through Friday, 9am to 3pm when the home is vacant and cleaned. If we arrive at the inspection and the home is not completely vacant and cleaned, our agent will not be able to wait for things to be completed and the initial inspection will be forfeited.**

### 2. REFUND OF SECURITY/PET DEPOSIT FUNDS

- Within 21 days of turning in your keys, you will receive an “Estimated” or “Final” move-out statement and refund check for any portion of the security/pet deposit owed to you. If you receive an “Estimated” move-out statement, a “Final” statement will be mailed to you once the move-out process and subsequent repairs are completed.
- Due to the limited amount of time allotted for processing the move out, if work is not completed and invoiced within the 21 day period, estimated charges will be assessed to your account.
- Once all of the work is completed and we have received final invoices, we will adjust any estimated charges with the actual charges and send you a revised Final Closing Statement.

### 3. KEYS

- All house keys, mail box keys, garage/shed/outbuilding keys and garage door openers must be turned into our office no later than the last day of your tenancy period. If an initial move-out inspection is scheduled, all keys must be turned in at the inspection to avoid additional rent charges.



- Until keys are turned into our office, you will be financially responsible for the residence. If keys are left inside the home, you will be subject to a property lock out fee.
- If the last day of the month falls on the weekend or holiday please contact our office at least 5 days before your last day to make arrangements to return the keys. **Office hours are 8:30am to 4:30pm M-F.**
- For safety reasons, there is no after-hours drop box.

#### 4. FORWARDING ADDRESS

- Please provide your forwarding address no later than when you turn over keys to the property, so we have time to update your account and mail your security/pet deposit to the proper address.
- If you do not provide us with a forwarding address in writing, your security/pet deposit will be mailed to your last known address.
- Furnish the Post Office with your forwarding address online at **usps.com**. NWPMG will not be responsible for any mail sent to the home and will not be able to check the mail box for you after you move out. Please note it can take the Post Office 7-10 days to process your change of address request.

#### 5. UTILITIES

- You are responsible for all utilities until the last day of the lease agreement regardless of when you move-out of the home. \*If you reside in a property in which the PUD, gas or water/sewer/garbage is shared with another tenant or paid by the owner, please contact us for specific instructions on what you need to do.
- **NWPMG will contact the water/sewer districts to request a final statement. The water/sewer charge will be on your closing statement as a deduction from your deposit. DO NOT ASK for service to be shut off!! DO NOT PAY THIS BILL!**
- Please contact your electricity provider and notify them that you are a tenant moving out of the property and that you need to transfer the service out of your name. **DO NOT ASK for service to be shut off!! If electricity is shut off you will be responsible for any cost associated with reconnection of service.**
- Please contact your gas provider and notify them that you are a tenant moving out of the property and that you need to transfer the service out of your name. **DO NOT ASK for service to be shut off!! If gas is shut off you will be responsible for any cost associated with the reconnection of service.**



- **Arrange for your garbage, phone, cable, Internet, and any other services to be disconnected.**
- Arrange for your Satellite Dish, wiring and any other equipment to be disconnected and removed from the property.
- If you have a propane or oil tank you are required to fill the tank to the level it was when you moved into the property as documented during the move-in walk-thru.

## 6. CARPETS

- If you had a pet, you are required per the lease agreement to have the carpets treated for pests, deodorize them for pet odor and have them professionally cleaned by a truck based professional company prior to turning in the keys. Carpets must be fully dried prior to the move-out inspection.
- Carpet Cleaning may be required and charged if carpet is dirty and stained beyond normal wear and tear.
- **Renting a carpet cleaning machine and/or home based machine does not suffice as professional carpet cleaning.** Not all carpet cleaning companies are the same and if the quality of the carpet cleaning is not satisfactory, you will be charged to have them cleaned by one of our approved carpet cleaners. A bonafide receipt must be provided to our office and work must be completed in a satisfactory condition. If the carpet cleaning does not meet our standard (ie. Dirt in high traffic areas, stains and pet hair not vacuumed before cleaning), you will be charged to have it cleaned again.

## 7. CLEANING

- The interior of the home needs to be clean. This includes, yet is not limited to the inside of all drawers, cabinet shelves, flooring, walls, doors, mirrors, windows, showers, bathtubs, toilets, sinks, grout, stove, cook top drip pans, ovens, oven drawers, refrigerators, dishwashers, microwaves, etc. Please see the detailed checklist below.
- **All personal belongings must be removed from the premises. All garbage, recycling and yard waste bins must be empty.** You will be charged if the bins are not empty at the move-out inspection.
- **Leave all nails, screws and picture hooks in the walls and do not attempt to patch or paint over any holes in the walls.** Charges will be incurred for any holes in excess of 3 approved picture hook holes within a 6 foot wall space.



**The following is a checklist of items to be done before vacating the home. The times listed are only an estimate, and the actual time and amount charged will most likely vary.**

**General (APPROX 16.0 Hours)**

*Windows/Doors/Molding (4.0 hours)*

- Wash all windows, inside only. Clean window tracks and sills. Wash off any mold and mildew.
- Dust all moldings and curtain rods, including closet doors, closet, shelves, etc.
- Dust and clean out baseboards, electrical outlets and switches.
- Clean and dust all blinds.
- Wash the inside and outside of the front and back doors.
- Remove any cobwebs and thoroughly dust.

*Lights/Fixtures (1.0 hour)*

- Dust and clean all light fixtures and ceiling fans throughout unit.
- Replace any light bulbs that have burned out with appropriate style bulb for the light fixture.
- Dust and clean baseboard heaters and/or forced air vents.

*Flooring (3.0)*

- Carpet: All carpeting is to be vacuumed (and professionally shampooed if pets were in the unit). Save receipts and turn in to manager; or request that manager arrange to have this done and cost will be deducted from your security deposit. If you did not have pets, shampooing may still be required if dirty beyond normal wear and tear.
- Linoleum and Vinyl floors: Wash all vinyl and tile floors.
- Hardwood: Dry mop floors. If floors are laminate, do not use any water to clean or you will damage the floor.

*Special Features (2.0 hours)*

- Fireplace: Clean ash out of fireplace if applicable.
- Washer and Dryer: Wipe down washer and dryer inside and out, if applicable.
- Clean out dryer lint trap.

*Pets (2.0 hours)*

- If you have any pets, you must de-flea the home/unit with flea bombs in every room upon vacating and provide management with receipts.

*Walls/Paint (4.0 hours)*

- All marks must be washed off the walls using magic eraser.
- Leave all nails and screws in the walls. Do not patch, repair or paint as this will result in a charge to you.

**Kitchen (APPROX 8.0 HOURS)**

*General (3.0 hours)*

- Clean sink.
- Wash counter tops and debris on walls/ceiling.
- Clean all cupboards and drawers inside and out.
- Scrub floor.
- Clean closet/pantry shelves, if applicable.
- Replace any burned out light bulbs (refrigerator, vent hood, oven and fan).

*Dishwasher (1.0 hour)*

- Clean dishwasher inside and out.



**Stove/Oven (2.5 hours)**

- Clean inside of oven, top of range, under burners, under elements, pan drawer and exhaust hood fan.
- Remove racks and broiler pan, soak in hot water to clean and dry.
- Clean and dry outside of stove.
- Replace stove burner pans if needed.

**Refrigerator (1.5 hours)**

- Clean refrigerator and freezer, inside and outside. If the shelves and drawers are removable, they need to be removed during cleaning to ensure thorough cleaning.
- Wash drawers, dry and reinstall.
- DO NOT TURN OFF THE REFRIGERATOR!**

**Bathrooms (APPROX 3.5 hours)**

**General (3.5 hours)**

- Scrub the bathtub, shower, toilet and sink inside and out.
- Wash counter tops and any debris off walls/ceiling.
- Clean out all cupboards and drawers inside and out.
- Clean medicine cabinet, shelves, closet and/or cupboards.
- Clean ceiling exhaust fan grill and lights.
- Clean plumbing fixtures and towel/toilet paper holder, etc.
- Clean mirrors.

**Garage (APPROX 4.0 hours)**

**General (4 hours)**

- Sweep out or vacuum garage, any storage areas or basements.
- Replace any burned out light bulbs.
- Remove all trash & garbage. Clean and disinfect garbage can area.
- Vacuum or dust walls and ceiling for cobwebs and dryer lint.
- Clean any grease or oil spills from floor and sweep.

**Outside Area (APPROX 10.0 hours)**

**General (10.0 hours)**

- All trash and personal belongings must be removed from the premises. All garbage bins must be empty.
- Mow, rake, trim and edge lawn. Remove all debris from lawn. Fill holes, re-seed and pull weeds if applicable.
- Weed and rake all flower beds.
- Clean up around unit and remove any debris: cigarette butts, bottle caps, can pull tabs, trash, etc.
- Sweep porches, decks, patios, sidewalks and driveway.
- Clean any dirt and grime from siding, doors, walkways, etc.
- Clean any grease or oil spills from driveway.

**Please call our office at (360) 657-5300 to let us know when you will be dropping the keys off at our office. As a reminder, please do not leave keys in the house as this may result in a lock out charge to you. Office hours are M-F 8:30am – 4:30pm.**

If you have any questions, immediately contact us for assistance.

Resident's signature \_\_\_\_\_

Date \_\_\_\_\_

Resident's signature \_\_\_\_\_

Date \_\_\_\_\_

Landlord's signature \_\_\_\_\_

Date \_\_\_\_\_