

EXPLANATION OF THE MOVE-OUT PROCESS

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

1. MOST COMMON AND SIGNIFICANT FACTORS TO BE AWARE OF

- Do not fill, patch or repair any holes and do not touch up paint or paint anything. Leave all nails, screws, anchors, picture hooks, etc in the walls. Any attempted repairs and or painting will most likely result in charges to you.
- Professional truck based carpet cleaning is required if you had a pet and may be required if the carpet is dirty and stained beyond normal wear and tear. Not all cleaning companies are the same and if you hire the cheapest company to clean the carpets, they may not be cleaned to a satisfactory condition and you will be charged again. A bonafide receipt must be provided to our office and work must be completed in a satisfactory condition. For a list of approved vendors, please contact us immediately for their information.

2. MOVE-OUT INSPECTION

- NW Property Management Group will perform an initial move out inspection and provide a written overview to the property owner of our findings. The owner may then complete their own inspection and identify items that may have been overlooked.
- During the process, we compare both the move-in and move-out inspection reports along with move in pictures to determine what repairs and cleaning are needed to return the home to move in condition.

3. KEYS

- An agent from NW Property Management Group will be out the week before your move out date to place a lock box on the property and will provide the code. Place one key that works for the locks of the home in the lock box and leave all other keys, mail box keys, garage/shed/outbuilding keys and garage door openers inside the home on the kitchen counter.
- Until keys are turned in, you will be financially responsible for the residence. If a key is not placed in the lock box and all keys are locked inside the property, you may be subject to a property lock out fee.
- Please make sure to send a message to the move out department once all keys have been left and the property is vacant.

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.
- **ELECTRICITY:** Please contact your electricity provider and notify them that you are a tenant moving out of the property and provide them with your last day of responsibility and a forwarding address. **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. NWPMG will not contact this utility provider or pay this bill for you.**

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- **NATURAL GAS:** Please contact your gas provider and notify them that you are a tenant moving out of the property and provide them with your last day of responsibility and a forwarding address. **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. NWPMG will not contact this utility provider or pay this bill for you.**
- **PROPANE:** 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.
- **WATER/SEWER:** 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!**
- Arrange for your garbage, phone, cable, Internet, and any other services to be disconnected.
- *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.

6. CARPETS

- Professional truck based carpet cleaning is required if you had a pet and may be required if the carpet is dirty and stained beyond normal wear and tear. Not all carpet cleaning companies are the same and if you hire the cheapest company to clean the carpets, they may not be cleaned to a satisfactory condition and you will be charged again. A bonafide receipt must be provided to our office and work must be completed in a satisfactory condition. For a list of approved vendors, please contact us immediately for their information.
- **Renting a carpet cleaning machine and/or home based machine does not suffice as professional carpet cleaning.**

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, cooktop 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.

8. REFUND OF SECURITY/PET DEPOSIT FUNDS

- Within 21 days of turning in your keys, we will mail a detailed and specific move-out statement and refund check for any portion of the security/pet deposit owed to you.
- If you are breaking a lease agreement and receive a detailed and specific move-out statement with estimated charges, a revised statement will be mailed to you once the property is rented out and we know the final amounts you owe as a result of the lease break and new tenants moving in.
- 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 check to the proper address.
- If you do not provide us with a forwarding address in writing, your security/pet deposit check will be mailed to your last known address.

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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.

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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.

As a reminder, a working key must be left in a lock box that is placed on the property front door prior to you vacating the home. If you leave all keys inside the house and we cannot unlock the house to gain entry, this may result in a lock out charge to you. If you have any questions, immediately contact us for assistance.

Resident's signature _____ Date _____

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Landlord's signature _____ Date _____