

Move Out Instructions & Deposit Refund Requirements

Dear Tenant,

We are sorry to see that your stay with us will be ending soon. In order to accomplish as smooth a transition as possible please read through this letter.

You are hereby notified that you are welcome to schedule a PRE- Move-Out Inspection prior to your move out date. The purpose of this inspection is an opportunity for us to walk the property with you and give you a list of proposed and potential repairs and cleaning costs that may be deducted from your security deposit. This will give you an opportunity to take care of them prior to returning the property to us and prevent deductions from your deposits.

Please schedule your **FINAL** Move-Out inspection as soon as possible to ensure an appointment most convenient for you.

You are expected to complete your moving and return all the keys and garage openers at your FINAL Move-Out Inspection **OR** by 12:00 p.m. (Noon) on the day you have stated in your "Notice of Intent to Vacate" in order to avoid any scheduling problems or additional rent charges. Deposits will be refunded within 14 days after you move out, based on the final inspection, and will be forwarded to the address you provide us. To assist us in making refunds to you promptly, make sure you provide us with the correct forwarding address and we ask that you review the security deposit section of the "Residential Lease Agreement" you signed when you moved in. This will clarify the refund procedure and explain any additional charges which you may have incurred. For more information pertaining to cleaning your unit and an explanation of security deposit deductions, please read the remainder of this document.

If your property and/or carpet was delivered to you professionally cleaned, you will be expected to return it professionally cleaned. Please save your cleaning invoice and submit to us. If you have any questions, please contact your property manager.

Thank you,

Paramount Property Services

CLEANING INSTRUCTIONS

KITCHEN:

1. Clean refrigerator, shelves, and freezer. Unplug and pull the refrigerator out away from the wall with doors open. Clean underneath and behind refrigerator. After cleaning, re-plug the refrigerator and leave it running.
2. Clean cupboards, under sink, and baseboards.
3. Clean under burners, controls, rings, drip pans and stove top. Wipe down front and sides of range. Exhaust fan must be clean and grease free.
4. Clean oven--be sure to have all traces of oven cleaner wiped free.
5. Scrub sinks and remove all stains. Disposal should be clean and in working order.
6. Sweep and mop kitchen floor.
7. Exterior faces of cupboards should be wiped down and grease free.
8. Dishwasher must be clean and in good working order.

LIVING ROOM:

1. Carpets must be professionally cleaned.
2. Baseboards cleaned, and finger marks or other marks cleaned of switches and walls.
3. Windows must be washed, inside and out, sills dusted and cleaned with damp cloth and window runners and tracks clean.

BEDROOM:

1. Same as living room.
2. Closets vacuumed and top shelf dusted.

BATHROOM:

1. Toilet bowl must be scoured and cleaned with a disinfectant. The outside of the bowl, including the seat, rim, tank, and base must be clean and disinfected. An old toothbrush works well along the bolts and base of the toilet fixture.
2. Bath tub must be scoured to remove any rings. Sides of the tub enclosure must be clean and free of any soap build-up. (Spray foam bathroom cleaner works well here.)
3. Sink must be scoured and faucet polished. Wipe down counter top surrounding sink and wash mirror.
4. All cabinets and drawers must be dusted and wiped clean. The exterior of cabinets should also be dusted and cleaned.
5. Sweep and mop floor.

STORAGE AREAS, PATIOS, CARPORTS, and GARAGE:

1. Patios must be clean and swept.
2. Storage area and Garage must be empty and swept.

ADDITIONAL ITEMS:

1. Grass must be cut and raked and landscaping weed-free.
2. All trash must be picked up and removed from house and trash cans emptied.
3. Burned-out light bulbs must be replaced.
4. All draperies and blinds, present at move in, must be hung back in place.

WHAT IS ORDINARY WEAR AND TEAR?

Typical definition of ordinary wear and tear is "That deterioration which occurs based upon the use of which the property is intended and without negligence, carelessness, accident, or misuse, or abuse of the premises or contents by the tenant or members of his household, or their invitees or guests." In other words, ordinary wear and tear is the natural and gradual deterioration of the property over time, which results from a tenant's normal use of the property

WHAT'S NOT ORDINARY WEAR AND TEAR?

A landlord can make a tenant pay for damages if the tenant helped the aging process along or didn't use the property in a normal way. A carpet worn from people walking on it is something expected. But a tenant who cuts a hole in the carpet or spills paint on it may be held responsible for the damage.

1. Negligence. If a tenant does something carelessly that the tenant should have known would cause damage, or if the tenant failed to do something that the tenant reasonably should have done to prevent damage, that's negligence. In short, did the tenant act prudently to preserve the property?

- *Failure to warn.* Another form of negligence is where the tenant fails to take steps that could prevent damage to the property. Even the reasonable wear and tear exception shouldn't insulate a tenant from responsibility if the tenant fails to let the management know when something goes wrong in the property that might later result in worse damage.

For example, if a window pane is cracked because of a faulty foundation, that's not the tenant's fault. But if the tenant doesn't tell the management that the crack is letting in water and the carpet below the window gets water damaged, the management may be able to argue that this extra damage was caused by the tenant's failure to inform the management of the problem.

2. Abuse/Misuse. If the tenant knowingly or deliberately mistreats the property, or uses it for the wrong purposes, the damage the tenant causes isn't ordinary wear and tear - it's abuse or misuse.

For example, did the tenant slide furniture over an unprotected floor, causing gouges? Or did the tenant discolor the bathtub by using it to dye fabrics? Was the tenant an artist who failed to cover the floor as the tenant painted, leaving permanent stains on the carpet? Did the tenant paint the walls of the house black?

3. Accident. Sometimes damage occurs by mistake. A party guest of the tenant drops a drink on the new carpet, staining it. The tenant drops a heavy planter and cracks the tile floor. Or the tenant is cleaning the light and the fixture falls and breaks. Or the tenant accidentally leaves the bathtub faucet on, flooding part of the house and staining wood floors and carpeting. Even though the tenant didn't purposely damage the property, the tenant may be held liable and management may withhold the cost of repair from the security deposit.

EXAMPLES OF WEAR AND TEAR VS. DAMAGES

<u>WEAR & TEAR</u>	<u>DAMAGES</u>
-Peeling or cracked paint	-Drawings on the walls(e.g., murals)
-Worn enamel in old bathtub	-Chipped and broken enamel in bathtub
-Worn or cracked linoleum in place where appliances had been	-Broken window caused by resident slamming window shut
-Cracked window pane due to faulty foundation and settling of building	-Holes in carpet from cigarette burns or carpet damaged by rust and mildew stains from tenant's plant containers
-Carpet worn thin by people walking on it	-Large chunk of plaster ripped out of wall
-Door that sticks in humidity	-Painted-over kitchen or bathroom tile
-Small piece of wall plaster chipped	-Missing fixtures; hole in ceiling where fixture had been removed
-Faded tile	-Toilet backed up because tenant flushed cardboard down it
-Faded lampshade	-Floors gouged when moving furniture
-Fire damage due to faulty wiring	-Wallpaper missing where tenant tore it off wall
-Sink drainage slow because of old pipe system	-Sliding closet doors off track because track bent
-Floors need new coat of varnish	-Walls burned in kitchen from burner turned too high when pot on stove
-Corner of piece of wallpaper coming loose because the glue has aged	-Shower rod missing
-Sliding closet doors stick	-Tiles missing or cracked
-Paint faded on kitchen walls	-Torn window shade
-Shower rod somewhat rusted	
-Grouting in bathroom tile loose	
-Dirty or faded window	