

MOVE OUT PROCEDURES

HOW TO GET YOUR SECURITY DEPOSIT BACK

- **Arrange for LocalLPM approved vendors to clean the home, carpets, and pest control (if required).** *If you choose to use non-LocalLPM vendors and their work does not pass inspection your security deposit will be used to pay for cleaning from a LocalLPM approved vendor.*
- **Pay the vendors at time of service.**
- **Make sure all service is performed before the end of the lease.**
- **Bring the paid invoices with you to LocalLPM's office when you turn in your keys.** *Failure to provide paid receipts could cause you to pay for additional cleanings/treatments from your security deposit.*
- **Remove all personal belongings from the home.**
- **Remove all trash from inside and around the home.**
- **Remove all nails. Do not paint and spackle.**
- **Return all keys, garage door openers, and paid invoices to the office on or before the last day of your lease.** *3x the daily prorated rent is charged past the lease end date until keys are received in our office.*
- **Keep utilities on until the end of your lease.** *There is a \$150 fee for failure to maintain utilities plus a \$75 trip charge for inspection or service that could not be performed due to lack of utilities.*
- **Mow, edge, and water the lawn. Trim or prune trees. Remove debris. Add new mulch where needed.**
- **Replace burnt out, missing, or mismatched light bulbs.**
- **Mailbox keys should be turned in to the Post Office with a change of address notice.**

Tenants are not allowed back on the property after vacating it, i.e. turning in keys and garage door remotes.

On the first business day after you vacate the property, LocalLPM will schedule a detailed property report. You do not need to be present during this process. If you would like to be present, you need to schedule 10 business days in advance and prepay a **\$100 fee** to cover the additional time/expense by the team when the tenant is present. If you schedule and prepay, but do not show up at the appointed time, you forfeit your prepaid fee and the right to be present. Photographs taken during this appointment will be compared to the photos taken upon your move in, your move in condition form, and your maintenance requests to determine which, if any, charges will be made against your security deposit.

Your security deposit will be processed within 30 days or less from the end of your lease agreement and sent via USPS to the address you provided to the office. Security Deposit refunds cannot be picked up in person.

ADDITIONAL HELPFUL INFORMATION

AM I REQUIRED TO HAVE A KEY BOX?

You may withdraw your authorization to allow a key box on the property by providing written notice to LocalLPM and paying a fee of one month's rent as consideration for the withdrawal. LocalLPM will remove the key box within a reasonable time after receipt of the notice of withdrawal and payment of the required fee. Removal of the key box does not alleviate your obligation to make the property available for showings. See Paragraph 14 of the Lease Agreement.

WHAT IS SHOWING TIME (ST)?

Showing Time is a service that records who is showing your house and will notify you beforehand. ST will give you a courtesy call to inform you of each showing; however, even if you cannot be contacted, the house will be shown. In addition, ST will record if you deny or cancel showings. In order to be properly notified, please make sure we have your preferred number on file.

- Do not lock the keyless deadbolt on the front door.
- If you use a security system, call the office to confirm that we have the correct security code.
- Secure your pets or remove them from the property if they would interfere with or prohibit showings.

WHEN WILL I BE CHARGED A \$75 FINE?

- If you deny a showing.
- If you cancel a showing.
- If the property is inaccessible for a showing.
- If your pets prevent or prohibit a showing.

OPTIONS FOR CLEANING THE HOME

BEST OPTION:

Use vendors who guarantee their work to LocalLPM's standards (list can be provided upon receipt of 30-day notice). Arrange first for the professional cleaning and then professional truck mounted carpet cleaning. Make sure all your belongings are cleared out of the home before the cleaners come. Pay vendors directly, then turn in paid invoices on or before the last day of your lease at the LocalLPM Office along with your keys and garage remotes.

NOT RECOMMENDED:

Hire a cleaner that is not on the approved LocalLPM providers list. Tell them this is a "make ready clean" and provide them with our list of expectations given to you upon receipt of your 30 day notice. Failure to pass LocalLPM's inspection will cause you to be charged for professional cleaners, plus a \$100 make ready coordination fee. Unlike vendors we have a relationship with, we cannot send back the vendor you chose to fix the items they missed. We'll have to send one of our vendors and you'll pay for cleaning again. If only a few items are missed, you will be charged per item.

NOT RECOMMENDED:

You do have the right to clean the home yourself. To help you, please reference the LocalLPM cleaning expectations detailed on our website under the tenant tab or emailed to you upon receipt of your 30 day notice. Failure to pass LocalLPM's inspection will cause you to be charged for professional cleaners, plus a \$100 make ready coordination fee. You will still need to pay for the carpets to be professionally cleaned!

A Note on Trash

The home, garage, patios, walkways, driveway, sidewalk, and yard must be cleared of any trash, unwanted items, debris, pet droppings, litter, oil stains, or excess garbage. If the items you leave at the home exceed what fits in your provided trash can you are responsible for hauling them away. You will also need to rinse out your trash cans and leave them empty of all garbage.

Rental Verifications

We often receive requests from mortgage companies and other landlords wanting a verification of a tenant's rental history. They usually want this information filled out and faxed back to them immediately. We are happy to comply. If you are a current resident or have been within the past 12 months we charge a \$20.00 processing fee in order to cover the costs and time associated with performing this service. If you are a past resident beyond 12 months the fee is \$30.00.

When Leaving the Home

After you have cleared out all your personal belongings and removed all trash, unwanted items, and debris, make sure the thermostat is set to 79°F in the summer OR 55°F in the winter. Make sure all windows are locked and that the keyless deadbolt is unlocked.

LOCAL LPM CLEANING EXPECTATIONS

BASEBOARDS	Wipe down and remove stains on all baseboards in all rooms (kitchen, bathrooms, bedrooms, closets, corners, etc.)
WINDOWS	Clean tops of windows, wooden sills, window tracks, frames, and glass.
BLINDS	Wipe down blinds with a damp cloth.
LIGHT FIXTURES	Remove and clean (no bugs). Replace bulbs if needed.
FANS	Wipe free of dust, including on top of blades and around lights
CARPETS	Vacuum only. (Hire and pay for truck mounted steam clean)
COBWEBS	Sweep cobwebs away from ceiling, corners, and windowsills.
FLOORS	Mop and remove all loose dirt. Clean scuff marks with Magic Eraser or shaving cream.
CABINETS/DRAWERS	Clean inside, outside, above all cabinets and their interior shelves. Wipe down outside with lemon Pledge.

LIGHT BULBS	Change out all nonfunctional bulbs. Make sure bulbs are the appropriate shape, size, and wattage to match other bulbs. Clean any exposed bulbs.
AIR CONDITIONING VENT COVERS	Clean- including tops, door jams, and crevices of textured doors.
DOORS	Clean- including tops, door jams, and crevices of textured doors.
CLOSETS	Clean floors, shelves, baseboards.
OUTLETS/LIGHT FACEPLATES	Clean. Replace if cracked or broken.
ANY FLAT SURFACE	For example: top of water heater, top of thermostat, security system, etc.

BATHROOM

TUBS/SINKS/ COUNTERS	Remove ALL hard water and/or mildew with a cleaner such as Lime Away. Clean faucets and shower heads.
TOILETS	Inside and out.
CABINETS/DRAWERS	Clean inside, outside, above all cabinets and their interior shelves. Wipe down outside with lemon Pledge.
MIRRORS	Clean- no streaks.
TOWEL RACKS & OTHER FIXTURES	Wipe down any other fixtures in the bathroom.

KITCHEN

OVEN	Remove all interior grease, burnt remnants, grime, etc. Scrub racks.
STOVE	Clean all, including drip pans and underneath drip pans. If drip pans cannot be cleaned, replace them.
MICROWAVE	Clean inside and outside. Make sure fan is cleaned as well.
SINK (STAINLESS STEEL)	Use stainless steel cleaner. Remember faucets and knobs.
DISHWASHER	Clean. Replace if cracked or broken.

DISHWASHER	Run empty with lemi-shine.
FRIDGE	Clean all shelves and drawers. Remove the bottom grill and vacuum out. Clean outside with appropriate products.
CABINETS/DRAWERS	Clean inside, outside, above all cabinets and their interior shelves. Wipe down outside with lemon Pledge.

MISCELLANEOUS

AIR FILTERS	If reusable, clean. If disposable, replace with new pleated filter.
STAIRS	Vacuum or sweep and mop.
GARAGE	Sweep floor and hose out. Sweep off back of door where cobwebs and dirt collect.
FIREPLACE	Remove all ashes. Vacuum out.

OUTSIDE OF HOUSE

WINDOWS	Clean outside of all windows. For outside of 2nd story windows, use a cleaner that affixes to a hose and hose down the outside windows and screens.
PATIOS	Sweep out and hose down both front and back patios.
DOORS	Scrub off all outside doors.
LIGHTS	Remove globes, clean, empty of bugs, replace bulbs if needed.
GRASS	Blow clean, water lawn.
SHRUBS/TREES	Trim. Tenants are responsible for trimming up to 6ft.
FLOWER BEDS	Weed, water, and replenish with new mulch.
PET DROPPINGS	Remove.

BEFORE LEAVING

WINDOWS	Close and lock.
EXTERIOR DOORS	Close and lock.
THERMOSTAT	Reset to appropriate temperature (Summer: 79°F; Winter: 55°F).
LIGHTS	Turn off.

POSSIBLE SECURITY DEPOSIT CHARGES

GENERAL CLEANING CHARGES:

- BATHTUB \$50+
- CARPET \$300+
- CEILING FANS \$40+
- COUNTER/CABINETS \$25+ EACH
- DISHWASHER \$50+
- DRAWERS \$20+ EACH
- FIREPLACE (DOES NOT INCLUDE CHIMNEY) \$75+
- FLOORS \$75+
- FREEZER \$50+
- FURNITURE REMOVAL \$125+
- GARAGE \$100+
- MINI-BLINDS \$40+
- MIRRORS \$10+ EACH
- OVEN OR STORE \$75+
- PATIO \$30+
- REFRIGERATOR \$100+
- SINKS \$10+
- SLIDING GLASS DOOR \$25+
- TOILET \$30+
- TRASH REMOVAL: EXTERIOR \$100+
- TRASH REMOVAL: INTERIOR \$100+
- VENT HOOD \$35+
- VERTICAL BLINDS \$40+
- WALLS (PER WALL) \$50+ EACH
- WINDOWS AND TRACKS \$35+ EACH
- WINDOWS \$10+ EACH
- DOG POOP \$100+

DAMAGE/REPLACEMENT CHARGES:

- BATTERY FOR SMOKE ALARM \$10+
- BLIND WAND \$10+
- DOOR REPLACEMENT \$200+
- DRIP PANS (ALL 4) \$75+
- LIGHT BULBS - SPECIALTY \$10+ EACH
- LIGHT BULBS - NORMAL/LED \$5+ EACH
- LIGHT FIXTURES \$100+
- LIGHT GLOBES \$40+
- MINI-BLINDS \$75+
- OVEN RACK \$50+
- REINSTALL DOORS ON TRACK \$40+
- SCREENS \$55+
- SWITCH PLATES \$5+
- TOILET SEAT \$50+
- TUB STOPPER/DRAIN COVERS \$20+
- VERTICAL BLINDS \$100+
- VERTICAL SLATS \$15+
- WINDOW \$200+

COST AND LABOR WILL BE CHARGED FOR:

- COUNTER REPAIR
- VINYL REPLACEMENT
- PAINTING
- TRIM SHRUBS
- CARPET REPLACEMENT
- DRYWALL REPAIR
- MOW AND TRIM LAWN
- TRIM TREES

SERVICE CALL/TRIP CHARGE: \$75

THESE MINIMUM CHARGES ARE SUBJECT TO CHANGE AT ANY TIME WITHOUT NOTICE!



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