

FINAL MOVE-OUT INFORMATION Frequently Asked Questions (FAQ)

This is a listing of the procedures for your move-out inspection. We recommend that you print this document so that it can be used as a checklist even after you pack up your computer.

WHEN IS THE MOVE-OUT APPOINTMENT SCHEDULED?

The date and time of the appointment is located on the first page of your lease. It is automatically set for the last hour of the lease (11:00 AM). If your House Manager decides to reschedule the appointment to an earlier time we will send an e-mail to the group (Tenants and Co-Signers). To see the current move-out appointment for your property press here: www.castleproperty.com/Move-Out-Schedule.htm

DOES EACH PERSON NEED TO SCHEDULE A WALK-THROUGH?

No, there is one move-out inspection for your entire house. If the group prefers to have the move-out inspection earlier than the lease end date and time, please coordinate this with your House Manager. There is no cost for an early inspection of the house but everyone must be ready for the inspection

DO I NEED TO ATTEND THE WALK-THROUGH?

No, no one is required to attend the inspection. Tenants and Co-Signers are welcome to attend but it is not required.

WHAT IF THE GROUP IS NOT READY FOR THE WALK-THROUGH?

If the tenant(s) are not ready for the inspection by the end of the lease, additional hours may be purchased at the rates specified in your lease. The rate for additional hours is \$25 per hour or \$250 per day. The rates are set purposefully high to discourage tenants from staying beyond the lease term. This charge will be split evenly among all tenants without regard to who is not ready. Our successful cleaning and repair of the properties rely on timely move-outs. This fee will be used to offset the additional cost for over-time labor and other additional expenses caused by a delayed move-out. Please give yourself plenty of time to move out to avoid the need to purchase additional hours or days.

WHAT DO I DO WITH MY KEYS?

Tenants are responsible for returning all keys to CP at or before the final inspection. Key envelopes are available at our office or a substitute envelope can be printed off the web site. If the Tenant does not have an envelope simply print the substitute envelope onto paper and leave the keys onto of the paper in the tenants' room

The purpose of the key envelope is to have an easy way for the Tenants to identify their keys and receive credit. Tenants may lock the keys in their bedroom. Keys may also be mailed to our office or placed in our office drop box at least 24 hours before your move-out inspection. No credit is given for keys received after the move-out appointment. (\$10 will be deducted from your deposit for each key not returned by the final inspection. Example: If you received two keys and turn in zero keys, \$20 will be deducted.)

Substitute Key Envelope: www.castleproperty.com/forms/Substitute-Key-Envelope.pdf

WHAT HAPPENS TO ITEMS LEFT AT THE PROPERTY?

Tenants are responsible for the removal of all personal property by the end of the lease. Personal property includes wanted items as well as trash and unwanted items. Tenants should coordinate their move-out with their trash collection date to avoid the need to haul their trash to the dump.

Unless a Tenant completes a Storage Agreement (below) with Castle Property prior to the walk-through, all items left at the property will be disposed of as trash at the Tenant's expense.

Storage Agreement: www.castleproperty.com/forms/Storage-Agreement.pdf

WHAT ABOUT ITEMS I HAVE SOLD OR GIVEN TO FUTURE TENANTS?

Any items sold to or left for future tenants or others still must be removed from the premises by the inspection time. Any items remaining at the property will be treated as trash unless there is a previous Storage Agreement made with Castle Property.

CAN I SAVE MONEY BY PERFORMING MY OWN REPAIRS OR PAINTING?

No. As agreed in the lease, Tenants are **not** allowed to repair trim, drywall, glass or to paint any portion of the property. Concealing damages or repairing items is a violation of the lease and will be treated accordingly.

If evidence of Tenant (or Co-Signer) repairs is found, CP will remove the repaired area and verify that there is no undisclosed damage underneath. The cost to remove the repair and to replace it will be charged to the Tenant. The total cost will be substantially more than the original repair. Hidden damages are sometimes found after the final cleaning or at the move-in inspection and require additional cost to quickly repair. The additional costs to repair the hidden damages will be charged to the Tenant. The best way to save money is to honestly disclose all damages at the walkthrough or leave a note listing damages in the room. Tenants will not save money by trying to conceal damages.

The filling of 25 nail holes per room and basic touch up painting is included in your change-over fee. The cost for removing tenant repairs or painting is not included in the changeover fee. Even if there are more than 25 it is much cheaper for us to fill the holes than repair a tenant repair. A copy of what is covered by the change over fee is found in your lease and at the end of this FAQ.

When Tenant repairs or repainting is discovered, we inspect the entire property for other unauthorized repairs or hidden damages. The cost for the inspection will be split among all tenants with unauthorized repairs in their rooms. The cost to inspect and to repair unauthorized repairs or hidden damages in the common area them will be split among all Tenants. To avoid the cost of the inspection and to keep the repair costs to a minimum, Tenants should disclose in writing any damages and repairs.

WHAT SHOULD I DO WITH BROKEN OR TORN SCREENS AND STORM WINDOWS?

If you have broken screen or storm windows, please leave them in the frame or next to the correct window where they belong. The cost to replace a screen is less than the cost to replace a screen and frame. The same is true for storm windows. The cost to replace glass is cheaper than the cost to replace glass and a frame together.

WHEN CAN I TURN OFF THE UTILITIES?

To allow for the cleaning of the property at the end of the lease, water, electric and gas must remain connected until the agreed utility disconnection date on page two of the lease. To see the utility disconnection date for a specific property press: www.castleproperty.com/Move-Out-Schedule.htm

If the utilities are disconnected before the agreed date, CP will reconnect the utilities. The tenants will be charged a fee of \$75 per utility plus the cost of all utility charges including usage, connection fees and the cost for any delays due to lack of utilities. Cleaning takes substantially longer without hot running water or electricity. If CP has been handling the utilities during the year, CP will make all arrangements for the termination of the utilities prior to the arrival of the new Tenants.

WHEN DO I GET MY DEPOSIT BACK?

Your deposit will be returned within forty-five days after your lease end date. Both the amount of the deposit and the date of the return are listed on the first page of the lease. Your deposit will be sent to your permanent address or to the address listed on the Key Envelope. Please allow 3 business days for US Mail delivery. If you have not received your check and itemized deductions after that time, please contact our office. To see the deposit refund date for a specific property press: www.castleproperty.com/Move-Out-Schedule.htm

We will not have information about the status or amount of your deposit prior to the refund date. We thank you for holding your questions until you receive the deposit and summary. We will be happy to discuss any questions about the deposit once you receive your refund and itemized deductions.

WHAT ITEMS IS THE TENANT REQUIRED TO CLEAN BEFORE THE MOVE-OUT?

Tenant cleaning includes the removal of all personal items and trash and pre-cleaning heavily soiled areas. This pre-cleaning includes cleaning of any heavily soiled floors, walls or other surfaces and heavily soiled appliances and fixtures. Your changeover fee will be used toward the remainder of cleaning. Below is a more specific list of items and the responsibilities of the Tenants.

WHAT SPECIFIC ITEMS ARE NOT INCLUDED IN THE CHANGE OVER FEE? (The cost for these items will be deducted from the deposit)

1. BEDROOMS LIVING ROOMS, COMMON ROOMS, STAIRS AND HALLWAYS:

Bedrooms and closets empty of all furniture and personal belongings;

Pre-wash heavily soiled wall, trim and floors;

Remove food and beverage splatters from ceilings and walls;

Walls and trim empty of all pictures, posters, nails, pins (do **not** fill holes or touch-up paint);

Walls, ceiling trim and floors free of all graffiti, stickers, tape, wax, adhesive squares or strips;

All light bulbs working and non-colored (white or clear bulbs only 60 - 75 watt unless otherwise listed on fixture);

Smoke alarm has a working battery correctly installed (use test button to verify);

Floors free of trash or debris;

Clean mini-blinds;

Return of all keys before or at the walk-through. (no credit given for keys returned after the walk-through)

2. BATHROOMS:

Bathrooms and closets, cabinets and drawers empty of all personal belongings;

Pre-wash heavily soiled wall, trim, floors;

Remove food and beverage splatters from ceilings and walls;

Pre-wash heavily soiled tub, shower, sink, toilet, vanity and medicine cabinets;

Walls and trim empty of all pictures, posters, nails, pins (do **not** fill holes or touch-up paint);

Walls, ceiling trim and floors free of all graffiti, stickers, tape, wax, adhesive squares or strips;

All regular light bulbs working and non-colored (white or clear bulbs only 60 - 75 watt unless otherwise listed on fixture);

Vanity bulbs working (40 - 60 watt white only);

Clean mini-blinds

3. KITCHENS AND LAUNDRY ROOMS:

Rooms, cabinets and drawers empty of all personal belongings;

Remove food and beverage splatters from ceilings and walls;

Pre-wash heavily soiled wall, trim, cabinets, floors, fixtures and appliances;

Walls and trim empty of all pictures, posters, nails, pins (do **not** fill holes or touch-up paint)

Walls, ceiling trim and floors free of all graffiti, stickers, tape, wax, adhesive squares or strips;

All light bulbs working and non-colored (white or clear bulbs only 60 - 75 watt unless otherwise listed on fixture)

4. FIRE SAFETY EQUIPMENT:

All smoke alarms have working batteries correctly installed (use test button to verify);

Fire Extinguishers in holsters with safety pins or seals unbroken;

WHAT SPECIFIC ITEMS ARE INCLUDED IN THE CHANGE OVER FEE? (The cost of these items up to 6 hours total per person for all cleaning will be paid for with the change-over fee. Any additional cleaning will be deducted from the deposit.)

1: BEDROOMS LIVING ROOMS, COMMON ROOMS, STAIRS AND HALLWAYS:

Fill up to 25 small nail holes per room and touch up painting;
Clean light fixtures, ceiling fans and blades;
Remove cobwebs from ceilings and corners;
Wash down all walls and trim and floors;
Clean closets and shelves free of dirt and dust;
Vacuum and steam clean carpets (if no unauthorized pets were in the property);
Mop and wax floors;
Clean base boards and trim;
Dust mini-blinds;
Clean radiators or heat grates

2: BATHROOMS:

Fill up to 25 small nail holes per room and touch up painting;
Clean light fixtures, exhaust fans;
Remove cobwebs from ceilings and corners;
Wash down all walls and trim and floors;
Clean closets and shelves;
Clean tub, showers, toilets, vanities and medicine cabinets;
Clean base boards and trim;
Mop and wax floors;
Dust mini-blinds;
Clean radiators or heat grates

3: KITCHENS AND LAUNDRY ROOMS:

Fill up to 25 small nail holes per room and touch up painting;
Clean light fixtures and fans;
Remove cobwebs from ceilings and corners;
Wash down all walls and trim and floors;
Clean closets and shelves and cabinets;
Clean cabinets and drawers;
Clean fixtures and appliances;
Mop and wax floors;
Clean radiators or heat grates

4: COMMON AREAS:

Filling up to 25 small nail holes per room and touch up painting;
Wash walls, trim and floors;
Dust mini-blinds;
Mop and wax floors;
Vacuum and steam clean carpets (if no unauthorized pets were in the property)