

FINAL MOVE-OUT INFORMATION
Frequently Asked Questions (FAQ)
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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 or select "Move out schedule and Info" at the bottom of our web page.

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 DO I DO WITH USEFUL ITEMS I DON'T WANT TO TAKE HOME?

We strongly encourage Tenants to take any useful unwanted items to one of the several local charities. Please give these charities at least a week's notice if you want them to pick the items up. Most charities have one specific day each week they will pick up at your house. Most charities accept donations at their location but call ahead since some of these charities get overwhelmed during the summer with large furniture and bedding items and limit what items and what conditions they need to be in to accept. Please keep in mind that they are charities that make money only if they can re-sell donated items. They are not a free dumping ground for useless torn, broken or stained furniture. We have charity and landfill information on our web site.

www.castleproperty.com/forms/Harrisonburg-Charities.pdf

If you don't want to take these items yourself, we have information available on the Castle Property web site listing the types of items we can redistribute free of charge. A copy of this information will also be attached to each refrigerator at the end of the year listing the kinds of items we can redistribute. Each year we redistribute several hundred pounds of food, cleaning supplies, school supplies and clothes through the community. We are proud to not only be helping others but to also keep these items out of the land fill. For more information about the types of items we can accept press: www.castleproperty.com/forms/Unwanted-Stuff.pdf

WHAT DO I DO WITH UNUSEABLE ITEMS I DON'T WANT TO TAKE HOME?

All of our properties have weekly trash pickup of residential trash items. Properties have different pick up days and number of items per pick up date. Large items such as sofas, beds and desks are pickup up once a month. Try to plan your move-out and disposal according to your specific trash pickup schedule if possible to save on the cost of taking things to the landfill. For specific information for your property select www.castleproperty.com/Move-Out-Schedule.htm

If you have too much trash and furniture or you can't coordinate your disposal with your pick up days, the landfill is the best way to get rid of your unusable and unwanted items. They do charge a tipping fee for the weight of the items you dump. This fee is currently \$17 minimum or \$69 per ton for household items. Keeping in mind that 2000 lbs of trash is a lot of trash and furniture. If you can remove metal and other recyclables from your trash these items are free to recycle at the landfill and will lower the total weight you are charged to dump.

More information is available at their web site: <http://www.rockinghamcountyva.gov/showpage.aspx?PageID=106>

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. The hourly repair costs, as listed in the lease are higher for items concealed or repaired by the Tenants.

If evidence of Tenant (or Co-Signer) repairs is found, CP will remove the repaired area and verify that there is no additional damage underneath. The cost to remove the repair and to replace it will be charged to the Tenant at the higher Unauthorized Tenant Repair rate. 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 either before the walkthrough. 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 unauthorized 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 Unauthorized 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 all damages directly to CP or to their House Manager.

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 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;
- Replace stove pans;
- 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)

PRINT THE LAST PAGE AS A CHECKLIST FOR MAXIMIZING YOUR DEPOSIT. VERIFY THAT YOU HAVE PERFORMED THE ITEMS BELOW TO AVOID DEDUCTIONS FROM YOUR DEPOSIT.

CLEANING CHECKLIST TO MAXIMIZE SECURITY DEPOSIT REFUNDS:

REMEMBER **NOT TO REPAIR WALLS, NOT TO PAINT AND NOT TO FILL NAIL HOLES. CLEANING HEAVILY SOILED AREAS, REPLACING MISSING BULBS AND THE DISPOSAL OF YOUR PERSONAL BELONGINGS AND TRASH BOTH INSIDE AND OUTSIDE THE PROPERTY IS THE BEST USE OF TIME TO MAXIMIZE YOUR DEPOSIT REFUND.**

THE COST OF THESE ITEMS ARE NOT INCLUDED IN THE CHANGE OVER FEE. Tenants should eliminate as many of these as possible to maximize the deposit. (The cost for these items will be deducted from the deposit.)

BEDROOMS LIVING ROOMS, COMMON ROOMS, STAIRS AND HALLWAYS:

- Removal of furniture and personal belongings;
- Pre-wash heavily soiled wall, trim, floors and stairwells;
- Remove food and beverage splatters from ceilings and walls;
- Removal of pictures, posters, nails, pins (do **not** fill holes or touch-up paint);
- Removal of graffiti, stickers, tape, wax, adhesive squares or strips;
- Replacement of non-working bulbs (bulbs must be white or clear bulbs only 60 - 75 watt or their CFL equivalent);
- Replace missing battery in smoke alarms (use test button to verify);
- Remove trash or debris;
- Leave keys in bedroom, return to the office or bring to the walk-through (no credit given for keys returned after the walk-through)

2. BATHROOMS:

- Removal of furniture and personal belongings;
- Pre-wash heavily soiled wall, trim and floors;
- Remove food and beverage splatters from ceilings and walls;
- Pre-wash heavily soiled tub, shower, sink, toilet, vanity and medicine cabinets;
- Removal of pictures, posters, nails, pins (do **not** fill holes or touch-up paint);
- Removal of graffiti, stickers, tape, wax, adhesive squares or strips;
- Replacement of non-working bulbs (bulbs must be white or clear bulbs only 60 - 75 watt or their CFL equivalent);
- Replace missing or non-working vanity bulbs (40 - 60 watt white only);

3. KITCHENS AND LAUNDRY ROOMS:

- Removal of furniture and personal belongings;
- Pre-wash heavily soiled wall, trim and floors;
- Remove food and beverage splatters from ceilings and walls;
- Removal of pictures, posters, nails, pins (do **not** fill holes or touch-up paint);
- Removal of graffiti, stickers, tape, wax, adhesive squares or strips;
- Replacement of non-working bulbs (bulbs must be white or clear bulbs only 60 - 75 watt or their CFL equivalent);
- Empty Refrigerator and all cabinets.

4. FIRE SAFETY EQUIPMENT:

- Replace missing battery in smoke alarms (use test button to verify);
- Replace missing or discharged Fire Extinguishers in holsters with safety pins or seals unbroken;

5. OUTSIDE:

- Clean up loose trash, glass or cigarette butts around the property
- Remove trash or personal belongings from the property. Trash may not be left at the street after the move-out inspection.

Tenants should schedule their clean up to utilize their regular trash days and the monthly large trash days by the city. These dates are located in you lease and on:

www.castleproperty.com/Move-Out-Schedule.htm