

Move Out Packet



GoPhoenixProperty.com/MoveOut
573-639-0925

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Renewing Your Lease

About 90 days prior to your lease expiring, you will receive a Renewal Notice in your Resident Portal. If you would like to renew your lease, simply click *Renew My Lease* and follow the prompts.

If you have opted out of your Resident Portal, we will mail the lease renewal and ask that you return it to our office using the prepaid and addressed envelope as soon as possible.

Giving Required Notice

About 90 days prior to your lease expiring, you will receive a Renewal Notice in your Resident Portal. If you would not like to renew your lease and give your move out notice, simply click *Give Notice to Move* and follow the prompts.

If you have opted out of your Resident Portal, we will mail the lease renewal and ask that you return it to our office using the prepaid and addressed envelope as soon as possible. Enclosed you will find a non-renewal form, use that if you are not renewing your lease and would like to move out.

Security Deposit Refund

After giving notice to move in your Resident Portal, you will receive an email with a link to provide your forwarding address. You can also visit GoPhoenixProperty.com/MoveOut to submit your address. The move-out report along with the security deposit refund (if applicable) will be mailed to the forwarding address or sent via email if you select the eCheck option. If your forwarding address is not provided before the last day of your lease, the move-out report and refund (if applicable) will be mailed to the last known address. If you have roommates, we will refund the deposit evenly, unless otherwise told or noted.

If you have opted out of your Resident Portal, you will need to fill out the form *Forwarding Address* included with your lease renewal letter. You can return it to our office in-person, mail, or email. The forwarding address must be submitted in writing and we will mail you a paper check if a refund is owed.

Move Out Inspection

It is not required, but encouraged, to schedule a move out inspection. We will make every attempt to accommodate your schedule for the inspection, but the exact day and time is not guaranteed. **The unit must be completely vacant and cleaning finished before the inspection.** You will not have access to the unit after the inspection. Please visit GoPhoenixProperty.com/MoveOut or call our office to schedule an inspection.

If you do not schedule an inspection, we will add Move Out Photos to your Resident Portal under *Shared Documents*. You'll receive an email when they are ready for viewing. We will do our best to include photos of any damage withheld from the deposit.

All keys are due at the time of inspection.

Disconnect Utilities

You'll need to contact the utility providers to disconnect from your name. Please request that utilities are disconnected on your lease end date. You are responsible for all utility charges until your lease is expired. For contact information please refer to your billing statement or GoPhoenixProperty.com/Utility

Change of Address

We recommend contacting the Post Office to register your forwarding address for mail.

Showings

If you have decided to not renew your lease, we will begin to show your apartment to prospective residents. You will be notified of any showings at least 24 hours prior to the showing via text message or email. Please keep your apartment neat and clean!

Move Out To-Do List

	What	When	How
<input type="checkbox"/>	Submit Forwarding Address	ASAP	GoPhoenixProperty.com/MoveOut
<input type="checkbox"/>	Schedule Move-Out Inspection	30 days before	GoPhoenixProperty.com/MoveOut
<input type="checkbox"/>	Change of Address - Post Office	ASAP	USPS.com
<input type="checkbox"/>	Disconnect Utilities	1 week before	Contact the utility providers to schedule your utilities to disconnect on your move out date . GoPhoenixProperty.com/Utility
<input type="checkbox"/>	Clean Apartment	Start early!	Use the Cleaning Checklist

Frequently Asked Questions

When will I receive my security deposit check?

Please be sure to submit your forwarding address before your move out inspection. The security deposit letter and refund (if applicable) will be sent within 30 days of move out or lease expiration.

How do I check the status of my deposit?

You can email Hello@GoPhoenixProperty.com to request an update on your security deposit letter.

How can I get my full deposit back?

Follow our cleaning checklist and return the apartment in the exact condition it was given to you. We do our best to return as much of your deposit back as possible.

Move Out Charges

Repairs

Anything in the apartment that is in need of repair will be split into two categories, **Charge Tenant** or **Charge Owner**. The list below are some examples of items that may be charged. Repairs are charged at \$65 per hour plus material costs.

Charge Tenant

Beyond basic wear and tear, damage by you, etc.

- Broken/missing/stained
 - Handles (door, cabinet, etc.)
 - Cabinets
 - Fixtures
 - Blinds
 - Trim
 - Towel Bars
 - Appliances
 - Flooring
 - Toilet
 - Toilet Seat
- Removing personal items left behind
- Clogged sinks/drains
- Kicked in doors/frames
- Holes punched in wall
- Excess cleaning
- Cracked wall plates
- Missing or damaged smoke/carbon monoxide detectors

Charge Owner

Out of your control, basic wear and tear, etc.

- Leaky faucets
- Running toilets
- Loose/sticking door knobs
- Smoke alarm batteries
- Burnt out fridge and stove lights
- Caulking that has cracked over time
- Wall plates that are loose
- Basic upkeep of apartment

Painting

If an excess amount of scuffs, stains, or marks are present at the time of move-out, the charges generally apply. Extra Charges may apply for extreme situations such as but not limited to heavy smoke, pet damage, heavy stains, kitchen cabinets, vanities, doors etc.

Cleaning

Cleaning is the most common category deducted item from security deposits. Charges will apply per each room that needs cleaning.

Key Return

Failure to return all keys will result in a charge to replace the locks on the apartment. Please place all keys on the kitchen counter. Keys include but are not limited to garage door openers, key fobs, apartment keys, mail box keys, etc.

Carpet Cleaning

If your unit has carpeting, we will withhold the carpet cleaning charge from your security deposit. We do not accept receipts from carpet cleaners or personal cleanings of carpets.

Cleaning Checklist

Living Room

- Free of furniture
- Dust trim work
- Vacuum Carpet
- Blinds down and closed
- Floor swept and mopped.
- Walls free of thumb tacks, nails and adhesives

Kitchen

- Floor swept and mopped
- Cabinets and drawers emptied and clean
- Trim work dusted off
- Countertop thoroughly cleaned
- Refrigerator cleaned out and free of items
- Stove wiped clean and drip pans replaced.
- Microwave free of grease, etc.
- Sink and faucet wiped off
- Blinds down and closed
- Walls free of thumb tacks, nails and adhesives

Laundry Room

- Floor swept
- Dryer free of lint
- Wipe down washer and dryer
- Remove all detergents, etc.
- Wipe down wire shelf
- Dust trim work
- Walls free of thumb tacks, nails and adhesives

Bedrooms

- Walls & Paint Free of damage
- Carpet Vacuumed
- Floors swept and free of debris
- Windows cleaned
- Trim work dusted off
- Light Switches and fixtures cleaned
- Blinds down and closed
- Walls free of thumb tacks, nails and adhesives

Bathrooms

- Vanity emptied
- Sink and faucet clean and free of hair, etc.
- Toilet clean inside and out
- Towel bar wiped off
- Toilet paper holder wiped off
- Towel ring wiped off
- Bathtub / shower free of soap scum, etc.
- No shower curtain and rod
- Walls free of thumb tacks, nails and adhesives
- Floor swept and mopped.

Staircase and common area

- Stairs thoroughly vacuumed.
- Free of cobwebs, etc.
- Ceiling fan dusted off.
- Railings wiped down.
- Walls free of thumb tacks, nails and adhesives

Patio / Deck / Balcony

- Free of trash
- No furniture
- Remove hoses
- Light fixture free of cobwebs, etc.

Garage

- EMPTY, free of furniture and trash
- Walls free of thumb tacks, nails and adhesives
- Safety sensors free of cobwebs
- Walls free of cobwebs, etc.
- Floor swept

All trash must be properly disposed of. Do not place items outside of dumpsters, etc. Please contact the City of Columbia at 573-874-2489 to arrange a special pick up or consider donating gently used or new items.