

TENANT VACATING CHECKLIST & INSTRUCTIONS

We understand that the last few weeks before you move are exceptionally busy ones. However, we do request that you attend to a number of small but important details:

Marketing Process

Once we receive notification that you plan to vacate, we will begin efforts to locate the next tenant. We will, with advance notice each time, be showing your unit to prospective tenants. Ideally, a new tenant will be found soon and this process will be a short one. Anything you can do to make the property show better will increase the probability that the process will end sooner. **If you have dogs, please crate/kennel them when you are not home. This notice serves as a reminder that they must be crated so as not to interfere in any way with our access to the property.** This will be strictly enforced, no exceptions. If your yard needs attention, please tend to it at once. The "curb appeal" and interior appearance of a property is extremely important to our success in finding a new resident quickly. When we work together, the leasing process usually has a win-win result. We find someone fast and you endure minor, if any, disturbance.

Move-Out Date vs Lease-End Date

Although your lease most likely ends the last day of your final month, we know that tenants often move sooner than the actual last day. In other words, your move-out date may be sooner than your lease ending date. If so, please remember the following:

- **All utilities must remain on and in your name through the final day of your lease.** We have a landlord agreement in place for mostly all of our rentals, so it should automatically switch over to us once you stop them in your name. However, if you could please mention that to the utility company when you stop utilities in your name, that may help to make transition a little smoother.
- If you are vacating in **winter**, please **leave the thermostat on 55 degrees** to avoid freezing pipes. For summer months, you can leave the thermostat higher (recommended is 78-80 degrees).
- **Please let us know your actual move out date at least two weeks prior**, so that we may coordinate cleaning and prepare for the next tenants move-in day. We will send a Notice to Vacate form through TurboTenant to complete and sign.

If, by chance, you decide to vacate more than a week early AND we have the next tenants lined up and ready to move in, there is a chance for you to receive a partial rebate of your final month's rent. If it so happens that you are going to vacate early and would like to have this rebate opportunity, please let us know in writing by the two-week deadline of your *actual move-out date* so that we may offer a corresponding move-in date to new tenant prospects. Once received, we will hold you to this earlier date so please be certain of your plans. Otherwise, **you must be finished and out of the property with all keys returned by no later than 5PM of the last day of your lease.** No extra or holdover days will be allowed beyond your move-out date.

Repairs

Please take this moment to think about anything that may need attention at your property that you have not previously reported to us. Do you have toilets that run? Do all the appliances work properly? Have you caused damage to the property that needs repair? **If you think of anything, please let us know in writing (email to jenny@rentinbristol.com or send a message through TurboTenant) so we won't be surprised by it after you move out.**

Jenny will schedule a walkthrough with you two weeks prior to vacating to assess which repairs you may need to make prior to leaving. Things such as replacing blinds, changing light bulbs, etc will be YOUR responsibility. You will be notified of those items that can be seen, but PLEASE NOTE that some things may not be noticeable until you have fully vacated (as they can be hidden by furniture, picture on walls, etc).

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P.O. Box 1016, Bristol, TN 37621
(423) 391-6002 • jenny@rentinbristol.com

Walls, Painting, Picture Hanger Holes – DO NOT SPACKLE

Please DO NOT fill small holes in your walls with spackle. Just leave them there and we'll handle it. The next residents will often hang pictures in the same place anyway. We want to avoid having to completely repaint walls that are otherwise in good shape because tenants have created white polka dots throughout the entire house by filling numerous small holes with spackle. **If you have caused excessive wear and tear to the walls such that they will need to be touched up or prematurely repainted, call and talk to us about that before you paint yourself.** (A rule of thumb is more than 10 new holes and/or larger holes (such as anchor holes) are considered beyond "normal wear and tear" and may incur a deduction from your security deposit.)

Trash and Debris

You must take all of your trash and belongings with you. Do not leave your trash can full. Do not leave trash stacked at the curb. If you do, we will send a hauling company to remove it and you will be charged for the cleanup. **There will be a minimum \$100 (plus dump fee) hauling charge to remove any trash or items that you leave behind.**

Keys and Forwarding Address

Please supply a forwarding address before you vacate, as any refund of your **deposit will be mailed within 30 days.** (Effective 9/1/22 – we no longer return deposits through PayPal or Venmo; checks ONLY). All keys and garage opening devices (such as a remote) must be **returned on the day you vacate (please make arrangements with Jenny at least 48 hours prior to leaving).** Returning the keys constitutes the formal act of "surrendering possession" back to us, which, along with providing a written forwarding address, is **required for your deposit return. Therefore, if you do not return your key(s) and/or do not provide a forwarding address, you may delay and/or forfeit return of your deposit.**

Deposit Return

We will process and mail any deposit refunds as soon as we are able to do a final walkthrough and assessment of your property, **which will not take place until you vacate the property.** If damage is found and/or the property is not cleaned to the specifications listed in the attached checklist, you will receive a full accounting (i.e. list of charges) **within 21 days. Please don't call or email us and ask us to give you a partial or early accounting.** We are often asked, "How much of my deposit am I going to get back?" The answer is, "As much as you want!" If you fulfill the terms and conditions of your lease and you follow these move-out instructions, we will be delighted to make no deductions for repairs or cleaning (other than prior agreed to amounts). If you leave a damaged and dirty property with trash for us to deal with, your deposit return statement will reflect that. So it's entirely up to you. If you have not already provided us with your forwarding address in writing, please do so immediately - it must be in writing (email to jenny@rentinbristol.com). **Any refunds will be processed and mailed within 30 days, provided you follow the attached checklist, return your key(s), and provide a forwarding address.**

CLEANING CHECKLIST

Moving is a very tiresome event. Please consider carefully whether you will have the time and energy, after moving, to properly clean your place. Most commonly, tenants have every intention of leaving the property clean, usually boasting to us, "*it will be cleaner than when we moved in*". But then they simply run out of time or are too exhausted after hauling boxes. They blow off the final clean and walk away figuring their deposit will cover the cleanup costs. This negligence leaves us scrambling to get things handled at the last minute before the new tenant moves in.

Nothing will consume your deposit more than your failure to return the property good and clean. See the fees below for costs that may be involved for negligence during your move-out. Also, **please consider hiring a cleaning service** if you don't know for sure that you are going to be able to return the property to us in a good and clean condition.

Kitchen:

- All exhaust fans and vent covers should be in working order and clean of dust and grease.
- Kitchen cabinets, shelves, and countertops must be empty and wiped down, inside and out. Any items left behind become our property.
- Refrigerator/freezer must be cleaned out of ALL FOOD AND BEVERAGE ITEMS and wiped down.** Leave Refrigerator/freezer running; **do not disconnect or turn off.**
- Dishwasher (if one exists) must be cleaned out and empty. Please report if not in working order.
- All sinks and faucets must be wiped clean.
- Garbage disposals must be cleared and running freely (if you have one).
- Kitchen walls and floors must be washed and free of stains, dust, dirt and grease.
- Clean and wipe down inside and outside of microwave (if provided).
- Replace drip pans on stoves with eye burners (i.e. not the flat top stoves, but the "old school" kind).

Bathrooms: (*This is the area where most receive deductions from deposits!*)

- All bathroom floors and walls must be clean and free of scum or mold build up. (A cleaner with bleach works well, particularly on white walls/surfaces.)
- All tubs, showers, sinks, and commodes must be cleaned, disinfected and free of soap scum and cleanser residue. (Again, a cleaner with bleach works well.)
- All medicine cabinets, vanities, and drawers must be empty and wiped down. All mirrors and light fixtures should be wiped clean.

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All Rooms:

- If you made any alterations to the home, including painting, you must restore it to its original condition unless prior permission was given or it was otherwise agreed to leave it as is in writing.
- All non-carpeted floors should be free of stains, dust, and debris and **should be mopped.**
- All window treatments such as curtain rods, shades, **and blinds** that were provided must be cleaned and **left in good working order.** You will be charged for any blinds that need to be replaced. (This has been a common deduction from deposits.)
- Sliding glass doors must be wiped clean.
- All walls, ceilings, and closet interiors must be empty and clean. A “Magic Eraser” will remove black marks from walls.
- All electrical outlets and switch plate covers must be clean, not broken/cracked, and in working order.
- All light bulbs must be in working order and light fixtures/fans cleaned inside and out. (Also a common deduction from deposits.)**
- All smoke detectors and carbon monoxide detectors must be in working order (i.e. they have working batteries).**
- Laundry and utility rooms must be free of dust, dirt, and debris.
- Washing machine (if provided by us) interior and exterior must be cleaned.
- Dryer exterior (if provided by us) must be cleaned and the filter screen left free of lint.

Grounds:

- All trash, yard debris, and personal items must be removed from the property. If trash collection is not scheduled for the day you vacate, please make arrangements ahead of time to have the bulk items removed prior to that date. **Please do not leave your trash full or items at the curbside. You will be charged a hauling fee if you leave full/excessive trash behind (see fees attached). *THIS IS ANOTHER AREA WHERE MANY FOLKS LOSE THEIR DEPOSITS.***
- All grass must be cut and free of debris. (Mowing is another common deduction.)
- All walkways, patios, and porches must be swept and free of debris, as well as any personal items.
- The garage (if one exists) must be swept clean.
- All animal waste must be removed.
- All holes in lawn (such as those from your pet digging) must be filled with soil.

ESTIMATED COSTS AND CHARGES

Upon move-out, the following items will be inspected and considered with respect to possible deductions from your security deposit. **The prices shown are approximate costs and are not all-inclusive. Final deductions will be based on the actual cleaning or repair costs incurred by us for supplies needed or from the respective contractor.**

- Haul trash, debris, unclaimed items \$100.00 per load (plus dump fee)
- Clean stove \$50.00
- Clean Refrigerator \$50.00
- Clean mini blinds \$10.00 ea
- Replace mini blinds \$25.00 ea
- Clean uncarpeted floors (sweep/mop) \$25.00 per room
- Clean bathroom(s) \$75.00 per bathroom
- Vacuum carpet \$25.00 per room
- Clean carpets (hire professionals) \$150+
- Clean all cabinets, drawers, and shelves \$25.00 per room
- Washing walls \$25.00 per wall
- For difficult stains, nicotine, cooking oil, candle wax, etc. - the cost is calculated by the hour (at the service rate listed below)
- Replace missing or burned-out light bulbs \$10.00 ea
- De-flea \$200.00 minimum
- Replace dirty HVAC filters \$25.00 plus cost of filter
- Remove pet waste from any area \$75.00 minimum
- Mow and trim lawn \$75.00 minimum
- Weed and mulch beds \$75.00 minimum
- Clear clogged drains (due to tenant misuse) \$75.00 minimum
- To deodorize entire house or unit \$200.00 minimum

There is a minimum service charge of \$25.00 per hour for any cleaning or repair services performed. This service charge is in addition to the cost of materials needed to perform the service.

Painting

Interior paint is expected to last five years. If the property was freshly painted when you moved in, and the paint is needed again on your move-out, you will be charged:

100% if occupancy was 18 months or less

75% if occupancy was 19-30 months

50% if occupancy was 31-48 months

25% if occupancy was 49-60 months

If the property was not freshly painted at your occupancy, you will be charged the pro-rated amount from the date of the last painting.

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Carpeting

Cleaning: Please only vacuum and spot clean as needed. If your carpet will require professional cleaning, please contact us and we will arrange for it. Please note that the fee to do so will be deducted from your deposit.

Replacement: Carpet is expected to last 10 years. If the carpeting was new when you moved in, and it needs to be replaced at your move-out, you will be charged:

100% if occupancy is less than 60 months

75% if occupancy is 61-96 months

50% if occupancy is 97-120 months

25% if occupancy is 121-144 months

If carpeting was not new upon occupancy, the pro-rated amount from the date of carpet installation will be charged.

PLEASE NOTE: If carpet is damaged by a pet, and we are able to remove the stains and odor from the carpet, pad and sub-floor, the actual cost of the process will be charged to your security deposit. If the carpet is torn, shredded, or if stains and odor cannot be removed, the full replacement cost of the carpet will be charged, regardless of when the carpet was installed.

SPECIAL NOTE FOR PET OWNERS:

Please take extra care to sweep, vacuum, and otherwise remove any and all pet hair and cat litter from the property. Please let us know if there are damages caused by your pet that will need to be remedied – particularly if this may interfere with our ability to market and show the property. These damages could include (but are not limited to), stains/tears/rips in flooring or carpeting, urine stains or smells, scratches on walls or doorways, chewing damage to walls, etc.

Any damages caused by your pet will be deducted from the security/damage deposit.

ACKNOWLEDGEMENT

By signing below, I am confirming that I have read this document in its entirety, and I understand what is expected of me upon vacating the property, including cleaning responsibilities and how and when my deposit will be returned.

Tenant Signature

Date

Tenant Signature

Date

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