



MOVE-OUT INSTRUCTIONS

Valued Citywide Resident,

Thank you for the privilege of helping provide you a home. Our goal, and the property owner's hope, is that you leave the property in such condition that all of your security deposit will be returned. Upon your move-out, please be aware of the following items covered by your Lease Agreement.

***** TEXAS STATE LAW REQUIRES WRITTEN NOTICE OF YOUR FORWARDING ADDRESS AND ALL RENTAL DUE PAID IN FULL PRIOR TO RECEIVING A SECURITY DEPOSIT REFUND*****

CARPETS

The carpets must be **professionally** steam-cleaned, treated for any stains or pet odor and ready for move-in of the next tenant. If you have the carpets cleaned you *must provide proof by receipt within 48 hours of vacating the property*. If a receipt is not submitted, Citywide will use our vendor and the cost of the service will be deducted from your security deposit.

CLEANING

The home must be **thoroughly** cleaned, including but not limited to, the following:

- All hard surface floors and counters
- Bathroom sinks, showers, tubs, toilets and light fixtures.
- Eliminate any mold/dirt in grout and caulk or re-grout/caulk if required.
- Kitchen sinks, drawers (inside/out) and ALL appliances (inside/out)
- Stove burner plates if cannot be cleaned should be replaced
- Blinds, baseboards, and molding must be dirt/dust free
- Ceiling fans, light fixtures and faucets should be cleaned and dust free

YARD

Yard must be maintained according to your lease. This may include fertilization, weed removal, trimming bushes and maintaining any foliage beds. Please remove any trash/debris from yard and property upon vacating the unit.



ADDITIONAL REPAIRS

Properly repair damage to the property caused by carelessness, abuse, accident or neglect. Fill in nail holes with spackle applied by fingertip - no caulk and no putty knife; touch-up paint to cover any damage, scratches or soil. The cost to complete inadequate repairs is your responsibility and may impact your security deposit accounting.

- Replaced any/all burned out light bulbs with the proper type for each fixture
- Replace HVAC filters – If they are dirty you may be charged for new filters and a service call
- Leave property Pest Free – any pests left behind including fleas are your responsibility
- Any personal property left at the premises will be removed at your expense
- Keep utilities on until the end of the lease date, **NOT** the vacancy date.

FINAL DEPARTURE – SURRENDER

Upon exiting the property, leave all keyless dead-bolts un-locked, leave heat low (65), or A/C high (82), and all lights off. Lock the house and return all keys, garage door openers and pool keys (if applicable) to Citywide Property Management by the date your written notice to vacate states. You have not legally surrendered the property until all access devices are returned to Citywide Property Management; you may be charged an additional rent at 2-3 times your normal daily rate (consult you lease) for failure to vacate on time. Call your property manager immediately when you have left the property so we will know to schedule our move-out inspection.

MOVE-OUT INSPECTION AND SECURITY DEPOSIT ACCOUNTING

After you vacate the property and surrender all keys, garage remotes, mail box keys, and/or pool access keys, a representative from Citywide Real Estate and Property Management will perform an inspection and take photographs of the condition of the property. For the safety of our employees we have a firm policy that we will not perform this final inspection with a resident present; please do not ask for a “final walkthrough”. The security deposit accounting will be completed and any monies owed mailed at the end of the 30 day period, in accordance with Texas statute. Please allow additional 5-7 working days (after the 30 day period) for the accounting to arrive in the mail.

A FINAL THANK YOU!

Citywide Real Estate and Property Management represents many different property owners and serves hundreds of tenants each year. We enjoy the relationships we develop with each one of you. If you need help in the future, whether it is with leasing or buying a home, or if you need a reference based on your record as a tenant, we hope that you will give us a call - we are available to answer any questions you may have.



The following is a list of items that will be checked at your move-out inspection. These ***MINIMUM*** expectations of cleanliness will be compared to your move-in inspection and you may be charged for condition discrepancies.

- _____ All personal belongings and garbage must be removed from the premises. Double-check closet shelves. This includes furniture, shower curtains, trashcans, toiletry items, shelf paper, food items, chemicals and pest control products.
- _____ Remove all tacks or nails from the walls. Any marks or holes in the walls must be repaired and/or wiped clean.
- _____ Carpets should be **professionally** cleaned. If your lease states that a portion of your security deposit will be withheld for this purpose, you need to only vacuum.
- _____ Clean out and disinfect the refrigerator. The freezer should be defrosted and cleaned. Be sure to (carefully) pull out refrigerator if possible and clean the floors underneath and wipe the sides of the refrigerator.
- _____ Clean the oven, grease trap, fan, stovetop, burners and drip pans. If drip pans cannot be cleaned, they must be replaced.
- _____ Wipe clean all counters, cabinets and drawers: inside and out.
- _____ The kitchen and bathroom sinks should be scoured and wiped clean.
- _____ Thoroughly clean all floors as appropriate (use wood cleaner on wood floors, vinyl cleanser on vinyl floors, etc.)
- _____ Thoroughly clean bathroom including sink, counters, bathtub/shower, toilet and doors.
- _____ Wash interior windows, sills and tracks of dust, grime and/or fingerprints.
- _____ Dust all light fixtures, ceiling fans and replace any burnt out or missing light bulbs.
- _____ Wipe down dust on blinds and clean or replace any damaged window coverings.
- _____ Wipe down doors, door frames, walls, and baseboards/molding.
- _____ Leave exterior yard clean and maintained as per your rental agreement.
- _____ Replace all batteries in smoke detectors & ensure they are in working condition.
- _____ Replace HVAC air filter, if found excessively dirty you may be charged for a HVAC service call and servicing.



Average Charges for Rental Units Left Un-cleaned and In Need of Repairs

These are estimated/average charges assessed to units that are not left in move-in ready condition. It is Citywide’s intention to return your security deposit in full (see the terms of your lease for any exceptions). Property will be inspected upon move-out, and any cleaning or repairs will be charged to Tenant accordingly. This list is not exhaustive. *The following charges are subject to change at any time without notice.*

Carpet cleaning service	\$140.00 average for a 3 bedroom home
Light/Moderate Cleaning	\$175.00
Heavy Cleaning	\$225.00
Clogged sink or toilet	\$40.00 or possible plumber costs
Debris Removal	\$85.00 per truckload
Air Filter Replacement	\$25.00 to replace, plus cost of filter
Door holes	Cost of new door plus \$60 per hour to install
Doorknob holes in wall	\$50.00 per hole
Doorknob dent in wall	\$15.00 per dent
Doorstopper Damage/Replacement	\$3.00 per doorstop
Excessive nail/anchor holes in wall	\$60.00 per hour
Flooring Damage	Cost to repair or replace as necessary
Fireplace cleaning	\$60.00 per hour
Failure to Return Residence Keys	\$100.00 + additional rent for withholding access
Lost House Keys	\$99.00
Lost Mailbox Keys	\$75.00 if supplied by Landlord
Lost Pool or Community Keys	\$100.00
Lost Garage/Gate Opener	\$65.00 per remote
Light Bulbs Missing/Burned Out	\$3.00 per bulb, additional cost for specialty bulbs
Oil Stains in Driveway or Garage	\$15.00 per square foot
Outlet/Switch Damage	\$10.00 each
Painting	\$140.00 minimum per room
Damaged/Broken Sprinkler Heads	\$20.00 per head, unless broken at base
Smoke Detector Repair or Replacement	\$40.00 per unit
Spoiled Food Removal	\$60.00 per hour to clean
Oven/Stove Cleaning	\$60.00 per hour
Stove Drip Pans Replacement	\$20.00
Towel Bar or Shower Rod Broken/Bent	\$30.00 each



(Average Charges, continued)

Chipped Porcelain	\$20 per chip, or possible cost to replace
Window Mini-Blinds Broken/Bent	\$20.00 per unit
Window Wooden Blinds Broken/Damaged	\$100.00 per set, unless custom
Garbage Cans Left Full	\$40.00
Holiday Décor Removal	\$60.00 per hour
Yard – Animal Feces Removal	\$60.00 per hour of labor
Yard - Overgrown	\$25.00-\$50.00
Yard - Dead landscaping	Cost to Replace, Install, and Fertilize
Repair-person Hourly Rate	\$75.00 per hour

Your security deposit refund amount is ultimately up to you and the condition in which you leave the home.

If you have any further questions, please give us a call. We will be happy to assist you.

Sincerely,

Your Citywide Team

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