



MOVE-OUT GUIDE INSTRUCTIONS

Thank you for renting from us. It is our goal to help you get your entire deposit refund back. To help with that we have created this move out guide. Please be sure to look over your Resident Handbook, especially the portions that cover Maintenance/Repairs, Cleaning, and the section about Moving out. The property must be returned in the same condition or better as at move-in even if related item is not mentioned on this guide, minus normal wear and tear.

All keys are due back to our office by 1:00 PM the last business day of your lease or earlier. To avoid costs of rekeying insure you turn in the number of keys listed on your lease to include all mailbox keys, working garage door openers, gate openers, community keys, community cards, as listed on the key section of your lease.

If you normally pay your rent using automatic rent payments, please insure you log into your portal and cancel your auto payments. Your Auto Payments will continue unless you cancel them or put an “end date”. The end date should be the last day of your lease.

This guide will describe the items to be cleaned although it may not be a complete list of all possible issues in your home. It is only a general guide. We are providing this document in an effort to assist our residents so that they may get a full security deposit return. In our experience, residents who do not read this guide or who ignore it are often disappointed when there are items that must be handled from their security deposit. If you have any questions, please email us at pm@azperformancepm.com all communication regarding a move out must be in writing.

General Information:

To adequately clean your premises, you should hire a professional cleaning company to clean after you have moved all your belongings out and handled any repairs or painting, but before you return your keys. You are required to hire professional carpet cleaners with a truck mounted system that scrubs the carpets. The carpets should be cleaned after the house has been completely cleaned and all items removed from the home.

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Special attention should be given to areas not normally viewed by people such as the top of doors and window frames, corners, shelves, cupboards, closets, top of fridge and microwave, and ceilings. Along with the exterior walls, patios, and windows of the home.

Everything you put up must also come down. This document cannot be construed as all-inclusive. The property must be returned in the same condition or better as at move-in even if related item is not mentioned on this guide.

Windows:

Windows and screens should be clean inside and outside and should be free of dirt and cobwebs. Glass should be cleaned with window cleaner, clean window tracks, clean window locks and tops of windows, clean sills, and ledges. Wipe all window coverings (blinds & verticals) from dust. If they have grease or fingerprints use a Magic Eraser. Wash window coverings with damp cloth if sticky and/or extremely dirty. If you have curtains make sure they have been dry-cleaned and free of dust and spots.

Sliding glass doors and screens:

Should be clean inside and outside and should be free of dirt and cobwebs. Glass should be cleaned with window cleaner, clean tracks, clean locks and tops, clean sills, and ledges. Wipe all window coverings (blinds & verticals) from dust. Wash window coverings with damp cloth if sticky and/or extremely dirty. If you have curtains make sure they have been dry-cleaned and free of dust and spots.

Bathroom(s):

Clean out and wipe inside and outside of cabinets, medicine cabinets and drawers (inside and out), look especially for hair in drawers.

Clean countertop, sink and faucet, especially behind faucet.

Wipe mirror with Windex. Make sure all the sink stoppers and tub stoppers work.

Clean and disinfect toilet. Wipe bowl outside and inside, clean toilet seat top and bottom and especially the piece that attaches the bowl to the tank where the seat is screwed on. Clean that strip. Also clean the area where the bolts hold the toilet to the floor.

Clean window, sills and window coverings, window ledges, window locks and tops, window tracks.

Clean shower walls and tub walls with cleanser that does not leave grit and leaves the wall smooth and shiny. Clean shower and tub floors also and remove all hair from the floor, drain and shower track.

Clean shower glass with Windex or Lime Away so that it is clear. Clean all faucets and shower heads, use CLR if needed to remove hard water/calcium build up on shower heads and faucets.

Clean all vents and fans. Dust all light fixtures, light bulbs, baseboards, towel holders and doors.

Kitchen:

Cabinets: Clean out and wipe all cabinets and drawers for crumbs and dust. Wipe outside of cabinets, including cabinet bottom, cabinet door and drawers ensure that all grime, grease, fingerprints, oil, grease, and food particles are removed (inside and out).

Counter tops: Clean all counter tops, especially behind the kitchen faucet.

Walls and baseboards: should be cleaned and free from grease, food, hair, dirt, oil build up, grime and fingerprints.

Stove: Clean stove burners and catch pans, make sure to remove all grease, food, and grease stains. Clean balance of stove including the sides, and knobs.

Back Splash: Clean back splash make sure to check behind stove or wall behind stove and remove any grease, grime, build up or food.

Garbage Disposal: should be free from debris and food particles and should work.

Oven: Clean inside of oven including racks. Make sure light bulb works. Clean oven door (including the sides).

Light fixtures: Clean with Windex and shine. Replace any burnt out or mismatched light bulbs.

Refrigerator/Freezer: Clean inside all compartments, shelves, drawers, and doors. Wipe outside including sides, handles and top. Clean and dust top & behind refrigerator. Clean floor under refrigerator. Clean vent at bottom. Replace water filter in refrigerator. Make sure light bulb works. Empty ice bucket and turn ice maker off.

Microwave: Clean inside walls, bottom, and plate (if supplied) along with door (inside and out). Clean exterior including top of microwave next to cabinet and venting area above door. If the microwave door is damaged or there is other physical damage to the microwave, you may be charged for repair or replacement. Make sure light bulb works. Clean grease trap and filters in vent hood or microwave to remove all grease.

Dishwasher: Clean the door, door handle, buttons, lock and door edges. Make sure all food particles and grease are removed from inside and outside. Clean out the dishwasher food trap and filter. Wipe inside bottom and sides. You will be charged for clearing/cleaning and or repairs needed due to clogged lines and/or drains. You can clean build up to the inside of the dishwasher by adding vinegar to an empty dishwasher and running through a full cycle. Here's a good video on how to clean your Dishwasher. <https://youtu.be/zskimyNoeow>

Floors: Clean with water and vinegar. (Especially in corners and hard to reach areas). If your tile floor or grout is excessive dirty or has pet smell or damage the tile and grout should be professionally steam cleaned by the carpet cleaners. Clean under and behind all appliances.

Washer & Dryer:

Clean and wipe inside and exterior of both including top, front, sides, doors, hinges, latches, buttons and all knobs. Sweep and clean behind dryer to remove all lint and dust. Clean inside washer lid, lid hinges and all soap and/or bleach dispersers, trays or reservoirs and remove all dirt, hair, and soap residue. Clean inside dryer and clean lint tray/screen.

Doors:

Wipe all fingerprints, dust, cobwebs and dirt, dust, and grease from doors, door handles, locks, and door frames. If doors or frames are damaged, you must repair and repaint.

All Closets:

Clean doors, shelves, and hanger rods. If broken closet rods or broken doors, you must repair. Ensure doors are on track. Replace any burnt out or mismatched light bulbs. If you would like to request repairs through our office, please contact our work order team at pm@azperformancepm.com. Please note that you will be responsible for any repair costs unless they were noted as a pre-existing issue at your move-in walkthrough.

Ceiling Fans:

Dust top of fans (motor and both sides of the blades) with dust cloth. Wipe with damp cloth if extra dirty. Clean all light globes (inside and out), light arms, light fixtures, dust all light bulbs. Replace burnt-out or mismatched light bulbs.

Hard Surface Floors:

Scrub with water and vinegar. (Especially in corners & hard to reach areas). Wipe off baseboards from dust, dirt, and hair. Do not use excessive water on wood laminate floors as they will buckle and damage/warp the flooring. If your tile is excessively dirty, stained, or has pet damage or smell you should have the grout professionally cleaned by a carpet cleaning company.

Blinds and Vertical Blinds:

Dust with dust cloth and wash with damp cloth or magic eraser if needed both sides of all blinds, wands, and valances. If blinds are broken or chewed or valances or wands missing, you must repair. If you would like to request repairs through our office, please contact our work order team at pm@azperformancepm.com. Please note that you will be responsible for any repair costs unless they were noted as a pre-existing issue at your move-in walkthrough.

Pets:

Clean up after your pet. Make sure all waste is removed (from the house, yard, and trash cans). Excessive pet odor inside the house may require an ozone treatment or pet enzyme treatment. Additionally, pet hair in baseboards, floors, vents, drains, or walls must be removed and sanitized. If pet odors persist in the home due to pet damage, you will be fully responsible for the costs to remediate, including replacing carpet if necessary. Please take special care to resolve pet odors before you vacate. In some cases, odors may only become apparent after a carpet cleaning. If you are unsure, seek the assistance of a professional carpet cleaning company to assess and check for pet damage. All carpets need to be professionally steam cleaned and pet deodorizing used.

Walls and baseboards:

Should be free of hair, fingerprints, dirt, dander, dust, food splatters, grease, oil and build up. Should be damaged free. See more information under paint.

Air Conditioning and Heating Filters, Water Softeners:

Change your air filters. Add clean ones and wipe down the grates over the register. Dust and clean all ac vents in every room. This is a very common cause for deduction. Refill water softener with proper salt. Replace Water filter in fridge.

Carpets:

Carpets must be professionally steam cleaned after all your personal items are removed from the home using a company with a truck mounted system and uses a carpet scrubber. **A copy of your paid receipt must be provided to the team by either emailing it to pm@azperformancepm.com before turning in your keys or bringing a copy in with your keys.**

Make sure you have all spots treated and removed. If not done and issues remain, we will send out another vendor and charge you for the second trip/service. If you decline any services, the vendor recommends we will send the vendor out for the recommended items and charge your deposit for the cost.

If you have a pet, then pet deodorizing must be done (you may also need pet enzyme treatment done). If any pet odors remain (even after deodorizing and enzyme treatment) we will dispatch a vendor and you may be responsible for re-cleaning both sides of the carpet, replacement of pad and/or carpet. It is very important that all pet odors and issues be resolved. You are 100% responsible for all costs in eliminating pet damages/smells.

Garage and Exterior:

Sweep out garage floor and sweep patio and porches. Remove ALL your personal belongings and trash. Make sure all cobwebs and spider webs are removed from garage and exterior of all walls, doors, ceilings, corners, cabinets, etc. Replace all burnt out and/or mismatched light bulbs.

All trash cans should be emptied of all trash and/or bags. If trash cans or trash are left at street there will be a fee to remove them, and a possible HOA Violation Fee that you would be responsible for.

Wipe off all doors, door frames, light switches, door handles, openers, and shelves. If you have oil stains in the driveway or the garage, you must have them cleaned and removed. You are responsible for all repair and cleaning costs unless they were noted as pre-existing issue at your move-in walkthrough.

Make sure the garage opener/remote work. Replace the battery if needed. Make sure all exterior windows, doors, door frames, light fixtures and screens are clean. Make sure there aren't any damages to walls, windows, or screens. Make sure all cobwebs and spider webs are removed. Wipe all cabinets and shelves.

Landscape:

All plants should be alive and well. All trees, bushes and plants trimmed, weeds and leaves removed, debris removed, trash removed, pet feces removed. Any dead or missing plants need to be replaced. Rocks need to be raked; grass fertilized if needed. Sprinkler timer should be "on auto" and programmed correctly for the season.

PAINT (REMOVE ALL NAILS):

A small number of nail holes does not require patching as it can cause paint color mismatching. The single biggest cause for deposit deductions comes from tenants who do their own touchup paint using mis-matched colors or textures or incorrect colors (requiring another repaint).

If you do your own touch up paint, make sure you paint corner to corner using the same paint color, texture and sheen that is currently on the wall. Paint left in cans at the property may or may not match, and correct paint color left in the can may be different than the paint that is on the walls, as paint tends to fade on walls.

Significant holes, smudges, damage, dents, scratches, scrapes, mount holes for TVs or other significant blemishes may require you to repaint the affected walls corner-to-corner. If you do your own touch up paint and leave the wall looking "spotted/polka dotted" you would be charged to have the entire area/wall repainted corner to corner.

If the walls have only a few small minor nail holes, you do need to paint, simply remove the nails. If there are significant issues, you MUST paint walls corner to corner in matching paint and full wall length of that baseboard.

Paint left in cans at the property may or may not match, and correct paint color left in the can may be different than the paint that is on the walls, as paint tends to fade on walls. You should take a sample of paint from the wall to your local hardware store for matching. Or we can do the whole job and deduct from your Security Deposit.

Furnished Properties:

If you are renting a furnished property, you also need to ensure all linens (towels, bedding, pillows, pillowcases, blankets, etc.) must be freshly washed, dried, and put away.

All furniture, home décor, pictures, and art should be dusted and cleaned and free of damages.

All beds should be freshly made with clean linens.

All dishes, appliances, serving ware, utensils, pots, pans, baking dishes, etc. should be cleaned and put away (nothing should be left inside the dishwasher). All expired perishable food should be disposed of.

IMPORTANT INFORMATION:

Be sure to change burnt out or miss-matched light bulbs before you move out. Replace the batteries in smoke detectors. All smoke detectors should be properly installed and working.

Remove ALL personal belongings, including food and trash, from property, trash cans, landscape, and curb. All trash cans should be empty and placed behind gate or inside of garage.

Cleaning and carpet cleaning should take place after you have moved out and removed all personal belongings from home, garage, and landscape. If you need a recommendation for either a house cleaner, carpet cleaner or landscaper please email our office at pm@azperformancepm.com and we'll be happy to provide you with a list of vendors we use, who know our standards.

Be sure to submit a copy of paid receipt/invoice for cleaning, carpet cleaning and landscaping as applicable before or with your keys. If not turned in, we will assume it has not been completed and you will be charged for it. Turning in a receipt after turning in keys is not acceptable.

When you turn in keys the home must be ready for a new tenant to move in, less normal wear and tear. It should be returned in the same or better condition than when you moved in, as noted in your move in report.

ESTIMATE FOR US TO HIRE THE CLEANING COMPANY FOR YOU:

Depending on the size of the house and how clean or dirty it is upon move-out, it could be as low as \$195 for a touch- up or as high as \$450 for a detailed move out cleaning, (the cost could be more, if the house is left extremely dirty). Remember, this is just an estimate. The amount will be determined after the final walk-through.

If you wish to utilize another cleaning company, make sure they guarantee their work and will go back out if the cleaning isn't up to par. You should provide them with a copy of this move out guide and provide us with a paid copy of your receipt/invoice. If the cleaning is not up to par, we'll give you one day to contact them to correct issues before we dispatch our preferred house cleaner. If we dispatch our preferred cleaner and ask that they do a touch up cleaning, we will deduct this cost from your security deposit.

It is our goal to return 100% of our residents' security deposits. However, to achieve this it requires maximum cooperation from our residents, reading this move out guide is the first step. Then take the time to do a thorough walkthrough of your home in advance to note any issues you must resolve. Next, review your move-in walkthrough report. Any items of concern that are not listed on that report should be resolved before you vacate.

The home should look completely move-in ready for the next resident. If it is not, you will likely have deductions from your deposit to remediate. **Per your lease, the home MUST be completely cleaned and ready for the next person to move in when you hand over keys**

Please be sure to look over your Resident Handbook, especially the portions that cover Maintenance/Repairs, Cleaning, and the section about Moving out. The property must be returned in the same condition or better as at move-in even if related item is not mentioned on this guide.

Any questions or concerns regarding your move out, scheduling a move out walk through, or charges that may occur either while you are still at the property or after you move out need to be asked in writing, via email to pm@azperformancepm.com

All keys are due back to our office by 1:00 PM the last business day of your lease or earlier. To avoid costs of rekeying insure you turn in the number of keys listed on your lease to include all mailbox keys, working garage door openers, gate openers, community keys, community cards, as listed on the key section of your lease.

Be sure to submit a copy of paid receipt/invoice for cleaning, carpet cleaning and landscaping as applicable before or with your keys. If not turned in, we will assume it has not been completed and you will be charged for it. Turning in a receipt after turning in keys is not acceptable

The security deposit will be refunded if you are entitled to any funds and will be in one check made payable to all tenants within **14 business** days of your final move-out inspection or when management obtains possession, the lease is terminated, and you provide a written request for the itemization. Possession occurs when keys are returned to the office and/or manager. Leaving them in the premises may result in your liability until removed by Management and for any vandalism while unoccupied.

If you don't understand any portion of the move out guide, or if you have questions regarding your move out ask them now. DO NOT WAIT until you turn in keys or a few days before. if you aren't sure if you'll be responsible for something, email pm@azperformancepm.com for answers. All communication regarding a move out must be done in writing, questions will not be answered over the phone or in person.

If you normally pay your rent using automatic rent payments, please insure you log into your portal and cancel your auto payments. Your Auto Payments will continue unless you cancel them or put an "end date". The end date should be the last day of your lease.

Thank you.

Management Team

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