



QUALITY PROPERTY MANAGEMENT

# THE JANDER GROUP, INC.

## TENANT *MOVE-OUT PROCEDURES* *CHECKLIST*

# TENANT MOVE-OUT PROCEDURES

First, thank you again for renting from The Jander Group, Inc.

This Move-Out Procedures Checklist is intended to help you prepare to return your rental home to us at the conclusion of your lease agreement. The first step is to make sure that you have given proper notice to terminate your tenancy per the lease agreement. Please re-read your lease agreement and then contact our leasing staff if you have any questions about proper notice.

Provided you have fulfilled your full lease term and your lease agreement does not specifically require otherwise, upon your move-out The Jander Group, Inc. will hire a flooring cleaning company to complete normal carpet cleaning (if applicable) and a painting company to spot paint the property for *normal wear and tear* condition. If you return your rental home in a condition beyond *normal wear and tear*, you will be financially responsible for the excess wear per the lease agreement.

## **Maid Cleaning**

**THE LEASE AGREEMENT REQUIRES THE HOME TO BE RETURNED IN MAID CLEAN CONDITION. A MAID CLEANING VENDOR ON THE JANDER GROUP, INC.'S APPROVED VENDOR LIST MUST BE USED TO ENSURE THE HOME IS PROFESSIONALLY CLEANED TO THE REQUIRED STANDARDS.**

In order to properly and fully clean the home, the maid cleaning vendor will need the home completely empty prior to cleaning.

When submitting your required notice to terminate the lease agreement effective on the lease end date, please remember to request for an approved maid cleaning vendor. You will be provided with an approved maid cleaning vendor and will need to contact the vendor at least a couple of weeks prior to your lease end date to schedule an appointment.

## **Carpets, Flooring, Painting, and Woodwork**

If you are concerned that there might be above normal wear and tear on the carpets, walls, and/or woodwork, we highly recommend that you proactively let us know in order for us to evaluate and, if necessary, have one of our approved vendors produce an estimate for repair. If repair is necessary, you will be able to coordinate payment directly to the approved vendor to ensure you leave the home damage free. Your proactive action prior to your lease end date will enable The Jander Group, Inc. to quickly process your security deposit disposition since the home is damage free and when we receive future rental verification requests on your behalf, we will also be able to report that you left the home damage free.

### **Carpets and Flooring**

Please do not try to clean the carpets yourself nor hire a discount carpet cleaner. Improper carpet cleaning can ruin carpets that possibly could have been cleaned, which could result in you being financially responsible for carpet replacement. Our approved flooring cleaning vendors perform exception work at very reasonable pricing.

### **Painting and Sheetrock Repair**

Please remember that the lease agreement prohibits you from attempting to paint and/or make any drywall/sheetrock repairs to the house on your own. Please do not try to paint on your own for you will most likely do more damage, which will cost you more money. Faulty spot painting often requires entire walls to be re-painted, which is much more costly.

**If you have any question that there might be above normal wear and tear / damages at your rental home, please allow us to help you before move-out.**

## **Answers to common move-out questions:**

Since the last few weeks before moving can be very busy and stressful, we have provided the following check list to assist you in this demanding process.

- The lawn and landscaping must be healthy. The lawn must be free from needing mowed, edged, trimmed, and weed removal. The landscaping and flower beds must be freshly trimmed, weeded and mulched.
- All pet droppings must be removed from the property.
- The air conditioning filter must be new (if disposable) and freshly cleaned (if washable). The filter must be the proper size for the system.
- If the refrigerator in your home has a water filter, a new water filter must be installed and to verify that fact by submitting a current receipt showing that filter purchase.
- If your property has a pool, the pool safety fence must be installed and all pool equipment secured in the garage.
- Replace all nonworking light bulbs with similar bulbs.
- If your vehicles have leaked oil in the garage or driveway, these areas will need to be power washed to fully remove the oil.
- Leave all blinds open and HVAC set to 80 degrees during the summer time or heat set to 65 degrees during the winter time. Do not turn off the HVAC Cooling / Heating system.
- Leave all gate and garage door remotes in the kitchen drawer closest to the refrigerator.
- Return all keys to your local Jander Group Office no later than the date and time specified in your lease agreement. Normally that date and time is 1:00 pm local time on the last day of your lease agreement. If you will be moving out prior to the last day of your lease agreement and need to turn in the keys after hours, you may submit them via the drop box (if available) at your local Jander Group Office.
- Please remember to include your forwarding address and any new contact numbers at the time of key submission, if you have not done so already.

## **All areas of the property must be clean, unsoiled and undamaged condition.**

While the lease agreement requires the home to be maid cleaned by an approved maid cleaning vendor, the total cost of the maid cleaning can be substantial if the home is in need of cleaning beyond normal cleaning. Below are general cleaning guidelines, which the approved maid cleaning vendors follow to ensure the home is serviced to the required maid clean condition.

### **General Cleaning Guidelines**

#### **Family Room/Common Areas, Bedrooms, Hallways, Stairways**

- Vacuum thoroughly all carpets including areas such as corners and closets. If a pet was present, pay special attention to make sure you clean up all pet hair, which can easily accumulate in corners.
- Sweep and mop floors. All non-carpeted floors must be free of stains, dust, and debris.
- Remove cobwebs from walls, ceilings, cabinets, and light fixtures.
- Wash windows and patio doors. Clean frames, sills, tracks and seals.
- Clean all window blinds and vertical blinds.
- Clean all light fixtures (inside and out).
- Clean all ceiling fans including the fan blades.
- Clean all electrical switch plates, baseboards, vents and doors.
- All fireplaces should be freshly swept clean of any ashes and wood debris.
- Clean all baseboards and HVAC vents.
- Sweep garage, front porch, back porch, and patio.

#### **Kitchen**

- Wash all countertops, drawers, and cabinets (front and back).
- Clean and vacuum inside of all cabinets, drawers, and the pantry.
- Clean oven, oven racks and storage drawer. If oven is self-cleaning, do not use harsh chemicals inside the oven. After oven finishes self-cleaning, remove any ash inside the oven.
- Clean under the stove.
- Clean the stove exhaust hood. Clean fan filter.

- Clean inside and outside of refrigerator and freezer. Move refrigerator to clean under and behind. Leave unplugged and doors open.
- Wash inside of dishwasher and make sure to clean the door frame and edges.
- Remove all grease and food from walls.
- Clean all surfaces in microwave including any exhaust vents and/or filters.
- Clean the kitchen sink and faucet fixtures including rims and junction with kitchen countertop.
- Clean and mop floor.
- Clean all baseboards.
- Replace stove top drip pans (if applicable).

## **Bathrooms**

- Wash down tub/shower walls with non-abrasive cleaner. The tub/shower walls must be free of any soap / dirt residue.
- Clean tub, shower and sinks.
- Clean all fixtures and towel bars.
- Clean inside toilet bowl and wipe down all exterior surfaces of toilet.
- Clean mirrors to be free of any marks and inside of medicine cabinet (if applicable).
- Vacuum and clean inside and outside of cabinets and drawers making sure there is not any remaining hair.
- Replace any nonworking light bulbs.
- Clean and mop floor including baseboards.