

# Harwin & Co.

## MOVE OUT INFORMATION

### PLEASE READ ENTIRE PACKET

\*\*\*The included Forwarding Address Form needs to be returned by June 1<sup>st</sup>\*\*\*

**PROPERTY ADDRESS** \_\_\_\_\_

**MOVE OUT DATE** JUNE \_\_\_\_\_ 2017

### THE BOX CHECKED BELOW APPLIES TO YOUR UNIT:

Your pro-rated rent amount that you will need to pay for June rent will be \$ \_\_\_\_\_.

\*Your deposit did not cover any rent amount as stated in your lease. It only covers security deposit.

\* If you have any questions about last months rent, Please EMAIL us.

Move out is about a month away. We are supplying you with this packet of important information to help prepare for your move out. This information will help answer all questions so please read everything.

\* If anyone needs to request extra days, it must be submitted to our office in writing. Please include dates, names, phone numbers, and property address.

Please deliver to our office, located at 75 Aero Camino #D-206 in Goleta.

\*You will be charged for the extra days based on the full rent amount for the unit.

\*\* We will be extremely busy during move out, so please use email to contact us.

We are not in the office so are not able to answer the office phone.

\*\*We are happy to set up walkthroughs of your unit. Please schedule by email.

The walkthrough will not itemize any deductions, it is offered for questions to clarify what is expected for your move out.

## To All Tenants: PLEASE READ

The following explains the move out procedure, including cleaning expectations, forwarding address form for security deposit refunds, checklist for vacating your unit, and other important move out information.

Please be sure to read everything before asking any questions.  
Please email us with your questions.

We will be having Ocean Glass start the missing screen replacement starting June 1. Please make sure all your screens are on the windows or any missing screens will be a tenant charge. Same for broken windows.

Your move out Date is:

**June 15 (Unless you have requested an extension)**

If you are a tenant at our apartment buildings at 6662 Picasso, 6504 Seville or 734 Embarcadero Del Mar your move out date is:

**June 20**

Checklist for Vacating Unit...

Your security deposit is refundable depending on the condition of your unit as you leave it. Any charges, if acquired, throughout the year will be deducted from your deposit as well if any were charged such as late fees, bounced check fees, unpaid rent, any maintenance requests that fall under tenant fault, any charges related to lease terms and any rules that were broken, etc., we do not always notify for every charge but have kept records of charges. \*As an example late fees are charged if rent is turned in past the 3<sup>rd</sup> of any month. This is stated in the lease and in the move in information. Any or all charges will include a invoice with your deposit refund.

We would encourage you to leave your unit as it was at your move in day. We would like to be able to refund your deposit back to you and not have to do all the work to get the unit ready for the next group. We do charge for time and materials if we are left to repair

and clean your unit after your move out day. These charges are subject to contractor rates and material rates. We try to find the fairest rates.

We do expect the unit to be professionally cleaned, as it was when you moved in. If the unit is not professionally cleaned we will schedule our company to clean the unit including any carpets to be steam cleaned. We are happy to schedule the cleaning and the cleaning amount will be deducted from your deposit refund and a copy of the bill will be included. If they do not clean to professional specifications and do not guarantee their work we will have to call our company in to re-do the cleaning and you will be charged again for cleaning out of your security deposit. If you ordered from a different company we will NEED a copy of the cleaning bill from them to keep on file so we do not order our service to clean your unit. We need this bill turned in within 3 days of your move out day. Otherwise we cannot be responsible for knowing to not schedule our cleaners to come in.

Detailed list of cleaning we will look at:

The following list is to help you know what we look for in cleaning the unit, and must be to professional standards:

1. All windows and screens inside and out must be in place, not missing or broken, and clean. All windows and sliding glass door tracks must be cleaned out of debris and dirt.
2. Wipe down all baseboards and corners of walls and ceilings so as to not leave any dirt or spider webs. Remove all handprints, smudges, paint, and marks from walls.
3. Clean all light fixtures.
4. Wipe down top of doors, trim around doors, including door jam. Wipe down all switch and electrical plates.
5. Cleanout and sweep garage. Clean (wash and wipe down) the outside of the washer and dryer if your unit has one. You must clean behind and under and all lint must be cleaned up.
6. Clean sinks, toilets, showers, tubs, counter areas, faucets, medicine cabinets, drawers, inside cabinets, under sinks, mirrors, bathroom floors. All mildew must be cleaned from sinks, showers, and tubs, anywhere else in bathrooms.
7. Make sure everything is removed from closets, cabinets. Wipe down all shelves and wash all hard floor surfaces.
8. Your carpets will need to be professionally steam cleaned by a truck mounted cleaner. (This refers back to the approval of a cleaning company or the one we use)
9. All appliances must be thoroughly cleaned and sanitized to professional standard.
10. Kitchen must be cleaned including, cabinets and drawers inside and out, all shelving, and walls. Everything must be removed from the cabinets and refrigerator.
11. Clean all paper, trash, and cigarette buds, in yard areas, parking areas and around the unit. We do have to charge for picking anything up on the exterior of the unit as well. Any gum on driveways will be charged if we have to scrape excess gum up.

12. Spackling holes and touch up paint is required. Please email management for paint color for your unit. It has to be the exact paint color or it will not match and we will have to redo at your charge. Please do not patch large holes yourself, as we have to always redo and charge the tenants. We can provide our repair people if you would like to pay them directly to have repaired before move out. We will repair after move out and deduct from your deposit if not. We can defiantly tell when it is not a professional patch job and will have to redo.
13. We will have to replace/repair any of the following if broken or damaged:
  - \*Light switches and switch plates
  - \*Light fixtures
  - \* Blinds
  - \*Carpet
  - \*Linoleum
  - \*Appliances, toilets, fixtures.
  - \*Doors, door handles, doorframes, thresholds.
  - \*Drywall holes
  - \*Broken windows, cabinets, and drawers.
  - \*Broken screens and missing screens and sliding glass doors and door screens
  - \* Anything that is obvious that in the unit that was damaged or broken during your tenancy.
  - \*Repaint any walls that have been painted a different color by tenants.
  - \*Electrical plates that are broken
  - \*Doorstops
  - \*Counter tops
  - \*Smoke detectors
  - \*Handrails
  - \*Landscape timers and landscaping
  - \*Fingerboards
  - \*Any gum or spray-paint in driveways.

On the day you vacate do not leave any personal items in or on the property. It will be taken away. WE WILL NOT BE RESPONSIBLE FOR ANY PERSONAL ITEMS LEFT IN UNIT AND WILL NOT AUTHORIZE TO STORE ANY ITEMS.

We do remove all bicycles during the move out period for your unit. Please do not leave you bike locked to the bike rack after you have moved out. We will not be responsible for any missing bikes. There are people not affiliated with our company during this time that do cut bikes off and steal them as well.

Please advise all utility companies of the day you are moving out and schedule service to be turned off. Turn in a change of address for your mail to be forwarded. We do not save or forward mail after your move out date.

**VERY IMPORTANT KEY RETURN INFORMATION:**

Your keys must be dropped at our office on your move out day by 5pm. We have a drop box in front of the building by the mailboxes for your convenience you

may drop through. All the keys to your unit that were signed for at move in must be returned labeled with removable tags or in a zip lock bag. The information on the label must include your address, names of all tenants, and what keys are included. Any keys not returned or labeled correctly, or in the group of keys returned on your move out day your unit will access a \$195 to rekey. All keys must be turned in together as a group for your unit.

Your check will be sent out within 21 days after your move out date and will be sent in one check to the designated person chosen. If you need to change the designated person it must be put in writing and signed by everyone and brought to management. This form is also on our website under forms, and returned to our office by June 15<sup>th</sup>.

All charges that apply will be deducted and itemized from your deposit. It will be your responsibility to split your deposit accordingly amongst the tenants after the designated person receives the certified deposit refund by mail. We do document units with photographs after your move out date.

**IF ANYONE HAS A QUESTION OR DIPUTE ABOUT YOUR DEPOSIT YOU MUST SUBMIT A LETTER IN WRITING TO OUR OFFICE. YOU WILL NEED TO INCLUDE ALL DETAILED QUESTIONS, PICTURES, AND RESONABLE REQUEST TO LOOK INTO SPECIFIC CHARGES. WE DO HAVE AN ENORMOUS AMOUNT OF WORK TO DO AND A LIMITED TIME TO DO IT IN SO THERE ARE MISTAKES THAT CAN BE MADE AND WE ARE HAPPY TO RESOLVE ANY ISSUES IN A FAIR RESPECTFUL MANNER. If you chose to submit a rude, threatening disrespectful request we reserve to right to respond, declining your request.**

We do our best to be fair and remedy any situation in a responsible respectful manner and ask that our tenants do the same with Harwin & Co.