



## Move Out Instructions

Our goal is to make your move out and return of your deposit as smooth as it can be. Please take a moment to review these detailed instructions. We know you will have a lot to keep track of during this transition, so we hope this will make things clearer for you. If you do have any questions specific to your move out, please call your On-Site Manager or for general questions call Hill Properties (530) 893-3480.

### **Moving Out**

Once you have removed all of your personal belongings, return all house keys, mail box keys, garage remotes, parking passes, etc. AND **Forwarding Address Form** to our office before midnight on the last day of your lease. If your lease date ends on a weekend, you either need to drop items off earlier in the week during office hours or you may place them in the afterhours drop box at your on-site office. DO NOT leave the keys in the unit.

**Returning keys constitutes vacating the property and allows us to begin the turnover process. If you fail to return your keys by the due date, you will be considered a “holdover tenant” and subject to additional rent and legal charges.**

If you move and forget to leave a forwarding address, email your Resident Manager as soon as possible to ensure that you receive your Deposit Disposition. If you do not leave us with a forwarding address, all future correspondence, including your deposit disposition and refundable deposit, will be sent to your last known address.

### **Transferring Utilities**

Please contact your utility providers to do a final meter reading or cancel service as of the last day of tenancy. Make sure when you vacate all outstanding balances are paid in full. When applicable: Cal Water (530) 893-3600; PGE (800)743-5000; Comcast (800) 266-2278; Trash (provider varies)

### **\*\*Tenant Portal and Stopping Rent Payments**

If you have your tenant portal on AUTOPAY, please be sure to deactivate your payment. Hill Properties **does not** have access to your portal. If you do not deactivate your payment on time, your bank will send a payment even if there are no charges to your account. We are not able to stop a payment or transfer funds back into your account. In the event this happens, Hill Properties will refund your money via paper check within 10 days. A \$25 processing fee will be assessed for this service.

### **Inspection**

Shortly after your lease expires, your unit will be inspected. If you wish to be present at this final inspection, please make an appointment with your On-Site Resident Manager at least 48 hours prior to your move out date.

You also have the right to an initial move out inspection. This initial inspection can help identify tenant charge damages and allow you time to make approved repairs or perform additional cleaning before your lease ends in order to maximize your security deposit reimbursement. If you would like to schedule an initial move out inspection, please call or email your On-Site Resident Manager in advance to arrange an appointment. The initial move out inspection is only scheduled between 14 and 2 days prior to your move out day.

## **Repairs**

If you have caused any damage to the property that needs repair during the turnover process (broken blinds, screens, doors, towel bars, etc.) We have included in this packet a **Turnover Maintenance Pricing** list that is based on today's labor and materials costs for replacement, repairs and painting. All cleaning time is charged on actual time depending on how clean you leave the unit.

## **Cleaning**

We love to refund deposits! That is a win-win for everyone. So, we encourage you to do as much of the cleaning yourself to reduce the deductions to your security deposit and to maximize the amount of refund you will receive. Please see the "Cleaning Tips & Guidelines" provided in this packet.

## **Carpet**

All carpets are professionally cleaned and stains treated between tenants. If you choose to coordinate and pay for this service yourselves, this must be done by the last day of your lease, by a PROFESSIONAL company (no rug doctor or self-cleaning allowed) and a paid receipt provided with your keys at move out. If the carpets are not cleaned to our standards, we reserve the right to re-clean them and charge your deposit. A UV Light test will be performed on every unit with an authorized pet, ESA, or where we suspect pet damage to the carpet. If pet damage (urine or feces) is discovered to the carpet, the tenants will be responsible for costs associated to return the flooring to a move in ready condition.

## **Painting, Picture Hanger Holes – Do not spackle**

Please **do not fill small holes in your walls with spackle** or try to do touch up painting. Often times this make the situation worse and requires us to fully repaint the walls (at tenant expense). Tiny holes are normally considered wear and tear. If you have caused excessive wear and tear on the walls and they need to be painted or touched up please contact us and we can help you through that process.

## **Security Deposits**

At the beginning of your lease, a security deposit was collected to cover any tenant related damages, cleaning or unpaid balances at the end of the lease period. Hill Properties will perform a final move out inspection after all of the tenants have moved out and will provide an itemized Deposit Disposition and any refundable deposit, by mail, within **21 days** of the move-out date. ALL tenants are JOINT & SEVERALLY liable for all of the charges to their security deposit or for outstanding charges remaining after their lease has expired. Unless other arrangements are made in writing, the remaining security deposit will be divided by the number of tenants on the lease and a mailed to each tenant with a copy of the Deposit Disposition. If the move out charges total more than the security deposit paid, your Deposit Disposition will reflect the balance due.

A Landlord is allowed to deduct from the security deposit for the following reasons:

- (a) Payment of any rent or other charges that remain unpaid at the end of the lease
- (b) The repair of damages that are tenant caused during the time they occupied the unit,
- (c) If necessary, the repainting of the residence
- (c) Removal of trash and the cleaning of the premises to meet re-rental standards, as provided by law

(d) To have the carpets professionally cleaned

**Outstanding Account Charges**

You will be notified of any balance remaining on your rent register by the 10th of the month, as usual. Please make arrangements to pay any outstanding balances before your lease ends. Any unpaid balances, overpayments or credits on your account at the time your lease ends will be applied or deducted from your security deposit.

**Forwarding Address Form**

In this packet you will find a "Forwarding Address Form". Please make sure each roommate provides a forwarding address then enclose this form in the **SAME** envelope as the keys when you move out. If you do not provide a forwarding address, all future correspondences, including your security deposit itemization, will be sent to your last known address.(your current address listed above)

**Don't forget to forward your mail!**

After you have moved out, the post office will mark your mailbox "vacant". If you do not provide your forwarding address to the post office, your mail, bills, etc. will be returned to sender. You can complete the mail forward request at the post office personally or at: **[www.usps.gov](http://www.usps.gov)**

**After you have received your Disposition**

Due to the large number of move outs and itemizations our office prepares each summer, we cannot discuss security deposit charges over the telephone. If you have questions about the move out charges, please send them **IN WRITING** to:

Mail: **Hill Properties 123 W. 6th St., Suite 130, Chico, Ca 95928**

Email: **info@hill-properties.com**

We hope the information provided will help create a smooth transition to your next home. If you have any questions regarding the move out process, please contact your On-Site Resident Manager or Hill Properties at (530) 893-3480.

Sincerely,

Hill Properties