

Move Out Instructions

We are sorry to see that your stay with us will be ending. In order to accomplish as smooth a transition as possible please read through this letter. You are expected to complete your moving and return the keys by midnight on the day you have stated in your "Notice of Intent to Vacate" in order to avoid any scheduling problems or additional rent charges. We will be performing a move-out inspection to review the condition of the property. You are not required to be present at this inspection.

All personal belongings and trash must be removed from the property, and the utilities must be left on for the inspection. The inspection will be conducted within 24 BUSINESS HOURS OF RECEIVING ALL KEYS. No inspection will be conducted on the weekends or holidays but can be conducted prior to your lease expiration date if the property is in move-out ready condition at such time. For example, if you move out on a Friday and drop the keys off to our office your property will not be reviewed until that following Monday. In this instance you will need to ensure all utilities remain on until that day and they should not be scheduled to be shut off until the following day. If utilities are not left on to allow us to conduct our inspection a re-inspection fee of \$50.00 will apply. If we are called to inspect a property prior to your move-out date and it is not in move-out ready condition (i.e. you are still sleeping there, there is stuff in the fridge, there are things in the garage that you still have not loaded up yet) then there will also be a \$50.00 re-inspection fee as we will have to come back out to review the property for a second time.

Remember that rent continues to accrue until all keys, mailbox keys, garage door openers and/or pool keys are returned to our office.

To assist us in making refunds to you promptly, we ask that you provide a forwarding address through your portal. For more information pertaining to cleaning your unit and an explanation of security deposit deductions, please read the remainder of this document. If you have any questions, please do not hesitate to contact us.

Sincerely,
Real Property Management Charleston Choice

CLEANING INSTRUCTIONS

KITCHEN:

1. Clean refrigerator, shelves, and freezer. Unplug and pull the refrigerator out away from the wall with doors open. Clean underneath and behind refrigerator. After cleaning, re-plug the refrigerator, close the doors, and leave it running.
2. Clean cupboards, under sink, and baseboards.
3. Clean under burners, controls, rings, drip pans and stove top. Wipe down front and sides of range. Exhaust fan must be clean and grease free.
4. Clean oven--be sure to have all traces of oven cleaner wiped free.

5. Scour sinks and remove all stains. Disposal should be clean and in working order.
6. Sweep and mop kitchen floor.
7. Exterior faces of cupboards should be wiped down and grease free.
8. Dishwasher must be clean and in good working order.

LIVING ROOM:

1. Carpets must be commercially cleaned and a receipt must be left on the counter at move-out. If no receipt is found and it is believed that carpets were not cleaned you will be held responsible for additional carpet cleaning. If pets were present you will need to have a pet enzyme and deodorizer done as well. Check with your property manager if you need a suggested company.
2. Baseboards cleaned, and finger marks or other marks cleaned of switches and walls.
3. Windows must be washed, inside and out, sills dusted and cleaned with damp cloth and window runners and tracks clean.

BEDROOM:

1. Same as living room.
2. Closets vacuumed and top shelf dusted.

BATHROOM:

1. Toilet bowl must be scoured and cleaned with a disinfectant. The outside of the bowl, including the seat, rim, tank, and base must be clean and disinfected.
2. Bath tub must be scoured to remove any rings. Sides of the tub enclosure must be clean and free of any soap build-up.
3. Sink must be scoured and faucet polished. Wipe down counter top surrounding sink and wash mirror.
4. All cabinets and drawers must be dusted and wiped clean. The exterior of cabinets should also be dusted and cleaned.
5. Sweep and mop floor.

STORAGE AREAS, GARAGES, PATIOS, CARPORTS:

1. Patios must be clean and swept.
2. Storage area must be empty and swept.

WALLS

1. All base boards throughout entire property should be wiped down.
2. Do not place spackle on nail holes. If spackle is used it could cause the entire wall to need painting. Excessive nail holes or mounting TVs may cause a charge to be incurred.

MISCELLANEOUS

1. Replace any burned out light bulbs and clean all lighting fixtures and ceiling fan blades.
2. Replace all HVAC filters and clean all return grills.
3. Mop all floors not carpeted.
4. Wipe down all windowsills and clean windows and screens as well as blinds if provided with property.
5. Clean all doors and thresholds including sliding glass doors and their tracks.

EXTERIOR

1. Bushes, trees and shrubs should be trimmed and/or pruned.
2. Driveway and sidewalks should be edged.

3. Lawn should be mowed and trimmed.
4. Sweep garage floors, patios, sidewalks and driveways.
5. Remove all trash and debris from the property.

WHAT IS ORDINARY WEAR AND TEAR?

Typical definition of ordinary wear and tear is "That deterioration which occurs based upon the use of which the rental unit is intended and without negligence, carelessness, accident, or misuse, or abuse of the premises or contents by the tenant or members of his household, or their invitees or guests."

In other words, ordinary wear and tear is the natural and gradual deterioration of the unit over time, which results from a tenant's normal use of the unit. For example, the carpeting in a unit, or even the paint on the walls, wears out in the normal course of living. Carpets become threadbare, and paint peels and cracks. Even the most responsible tenant can't prevent the aging process, and a court won't make the tenant pay for damages resulting from that process.

WHAT'S NOT ORDINARY WEAR AND TEAR?

A landlord can make a tenant pay for damages if the tenant helped the aging process along or didn't use the unit in a normal way. A carpet worn from people walking on it is something you have to expect. But a tenant who cuts a hole in the carpet or spills paint on it may be held responsible for the damage.

How can you tell what is and isn't ordinary wear and tear? There are three basic types of damages caused by a tenant that aren't considered ordinary wear and tear. They are:

1. **Negligence.** If a tenant does something carelessly that the tenant should have known would cause damage, or if the tenant failed to do something that the tenant reasonably should have done to prevent damage, that's negligence. In short, did the tenant act prudently to preserve the property?

- **Failure to warn.** Another form of negligence is where the tenant fails to take steps that could prevent damage to the apartment. Even the reasonable wear and tear exception shouldn't insulate a tenant from responsibility if the tenant fails to let the management know when something goes wrong in the apartment that might later result in worse damage. For example, if a window pane is cracked because of a faulty foundation, that's not the tenant's fault. But if the tenant doesn't tell the management that the crack is letting in water and the carpet below the window gets water damaged, the management may be able to argue that this extra damage was caused by the tenant's failure to inform the management of the problem.

2. **Abuse/misuse.** If the tenant knowingly or deliberately mistreats the property, or uses it for the wrong purposes, the damage the tenant causes isn't ordinary wear and tear - it's abuse or misuse.

For example, did the tenant slide furniture over an unprotected floor, causing gouges? Or did the tenant discolor the bathtub by using it to dye fabrics? Was the tenant an artist who failed to cover the floor as the tenant painted, leaving permanent stains on the carpet? Did the tenant paint the walls of the apartment black?

One court decision said a tenant had to pay for leaving an apartment carpet mutilated in an area around a wet bar, damaged by rust and mildew stains from plant containers, and covered with cigarette burns - some clear through the pad.

3. **Accident.** Sometimes damage occurs by mistake. The tenant party guest drops a drink on the new carpet, staining it. The tenant drops a heavy planter and crack the tile floor. Or the tenant's cleaning the light and the fixture falls and breaks. Or the tenant accidentally leaves the bathtub faucet on, flooding part of the apartment and staining wood floors and carpeting. Even though the tenant didn't purposely damage your property, the landlord will be able to withhold the cost of repair from the security deposit.

OTHER FACTORS

In evaluating whether damage exceeds ordinary wear and tear, there are some other factors to keep in mind. They include:

Extent of damage. The exact type of damage may be as important as the extent of the damage when evaluating whether it's ordinary wear and tear or not. For example, two or three nail holes in a wall may be considered ordinary wear and tear. But dozens of nail holes may be considered abuse. A few scratches on a wood floor are unavoidable. But a missing wood plank is negligence or abuse.

Length of residence. Certain things wear out over time. But over how long? The ordinary wear and tear on a unit from a tenant who's lived there only a short time should be considerably less than that of a tenant who's lived there for a long time. Say you installed new carpet before renting a unit. It may be reasonable to expect that if a tenant lives there 10 years before moving out, everyday usage would leave it somewhat damaged. But if a tenant moves out after only three months and the carpet is ripped and stained, that's unreasonable, and the landlord can probably charge the tenant for the damage.

Character and construction of building. An older building may be expected to undergo greater and more rapid deterioration than a newer building. For example, wooden windowsills in an older building may dry out, rot, or crack over time through no fault of the tenant. But if the building is new, it unlikely that the windowsills would crack with-out some carelessness on the tenant's part (e.g., standing on the windowsill to put up drapes).