



Move-Out Procedures

Preparing for Move-Out:

1. You must provide the office a complete Forwarding Address.
2. **TURN OFF ALL AUTOMATIC RENTAL PAYMENTS!**
3. House Keys must be turned in either by our [Optional Lockbox Move Out program](#) (Clickable Link) or in person at our office, by the expiration date of the lease agreement.
4. Leave all other Garage Door Openers, Gate Remotes, etc. at the property, on the kitchen counter.
5. We will conduct a final move-out inspection after surrender of the home.

The property manager will compare the move-in pictures with the move-out pictures along with your move-in check list, and the reports from the maintenance personnel after you move-out to determine if there will be any move-out charges.

We do not do move out inspections with tenants present at the property.

6. Utilities must be on during the inspection. If the Utilities are not on for the move-out inspection, tenants will be charged a \$85 trip charge.
7. Tenants are not permitted back on the property after vacating and surrendering.
8. Call utility companies and arrange for final readings. (Remember: Utilities must be left on for the move-out inspection).

Here are some helpful reminders of items that many people overlook or forget upon vacating. Please use this checklist as a guideline.

The condition of the property will be evaluated according to, but not limited to, the following:

Inside:

1. All personal belongings must be removed from the premises.
2. **PAINTING:** Please remove all nails – **DO NOT PATCH, SPACKLE OR SPOT PAINT NAIL HOLES**, or touch up paint without approval. If you paint & it does not match or if you do a poor job of filling holes, you will be charged for necessary painting to match the existing paint or to

redo spackling. Charges for excessive damage to the walls will depend on length of time in the property and whether it exceeds normal wear & tear.

3. **CARPET CLEANING: DO NOT CLEAN CARPETS! Carpets must be professionally cleaned.** One of the biggest issues we run across is when a tenant turns over a home to us and the carpets were “cleaned” by renting a Rug Doctor from HEB. This is not considered and acceptable carpet cleaning, but by definition, used to meet the requirements.
4. Clean vinyl, wood and/or tile flooring. Clean and dust all baseboards.
5. Clean or replace Air Conditioner filters with pleated filters as you vacate the home.
6. Walls, baseboards and ceiling must be cleaned and free of cobwebs and lint.
7. Clean fireplace, hearth and mantle, remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing.
8. Clean ALL wall switch plates and outlet covers.
9. Clean ALL windows inside and out, clean window sills, mini-blinds and vertical slats.
10. Clean mirrors, windows, and sliding glass doors with glass cleaner. Also clean window and sliding glass door tracks.
11. Clean ceiling fans and light fixtures - Replace burned out or missing light bulbs, be sure to use the correct wattage and type. Replace broken globes. Make sure the ceiling fan blades including the top and light kits are clean. Also check the ceiling surrounding all fans. Often dust has gathered by the fans and adheres to the ceiling. One of the easiest ways to clean this is to lightly sweep the ceiling with a broom.
12. Smoke alarms must be operative. Replace batteries as necessary.
13. Clean ALL closets, storage spaces and shelving free of dust, spider webs and miscellaneous debris.
14. **KITCHEN:** Clean Kitchen appliances inside and out, replace burned-out light bulbs:
 - a. Clean oven, stove and under drip pans. If the drip pans and rings on the range are not clean and in like-new condition, it would be more economical for you to replace them yourself, rather than to be charged for them. Foil covering drip pans is not acceptable.
 - b. Clean oven/range hood vent including filter.
 - c. Wash out refrigerator and compartments, including freezer. Don't forget to wash off the top exterior of the refrigerator and clean the rubber gasket around refrigerator and freezer door. Clean bottom vent.
 - d. Clean dishwasher. Run empty dishwasher one last time. Use the normal amount of soap you would use for a full load. Wipe down the gasket and the door and do the surrounding areas.
 - e. Be sure garbage disposal is clean and free of debris. (Do not use fingers to check) Return/replace sink stoppers.
 - f. Clean all countertops, cabinets and drawers.
 - g. Clean all cabinets, inside and out.
 - h. Clean all drawers, inside and out.
 - i. Clean sinks, faucets and countertops. Return stoppers to sink.
15. **BATHROOMS:**

- a. Clean counter tops, sink(s), soap dishes, tiles, fixtures, tub and/or showers. Be certain they are free of mold/mildew, soap scum, scale and rust.
- b. Clean mirrors, light fixtures and medicine cabinets.
- c. Clean all cabinets and cabinet drawers – inside and out.
- d. Clean toilets inside and out and remove all lime deposits. Clean toilet seat surfaces, top and bottom.
- e. Mop or vacuum flooring.

OUTSIDE:

1. Lawns must be neatly mowed and edged, trees and shrubs trimmed or pruned, yard watered and all trash and debris removed.
2. Any animal droppings are to be picked up and disposed of.
3. All trash and garbage must be removed from the premises (including curbside). If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away.
4. Replace damaged screens and windows.
5. Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.
6. Repair any pet damage and spot treat carpets as needed with pet deodorizer.
7. Clean outdoor light globe(s), replace burned out or missing light bulbs.

If you hire a professional cleaning service you should provide them a list of what we expect, and ensure they complete the work. Hiring a professional cleaning service (maid service) will not guarantee the home is clean. If we feel the home needs additional cleaning, we will charge for these services.

Follow the above instructions carefully. If the house does not meet the prerequisites after the inspection, applicable charges will be made with no exceptions.

Tenants are not permitted back on the property after vacating.

MOVE-OUT PROCEDURES

Now that you are moving out, your lease agreement requires that you leave the property in a clean and undamaged condition.

1. According to the terms of your lease, RentWerx has 30 days to provide your itemization of move-out charges once you surrender the home and provide a forwarding address. The itemization will be mailed to the forwarding address left with the office within 30 days.
2. Remember to CLEAN your rental property inside/outside to avoid any move-out charges. Refer to the Move Out Checklist for further information.
3. Cooperate with showings of the property for sale or rent, keeping the home in a presentable condition. Should the Owner choose to place the home on the market the last 30 days of your lease agreement, RentWerx will notify you in advance. Please refer to the Tenant Handbook and Lease Agreement paragraph 34, in reference to authorized access by RentWerx. If you have any questions call our office at (210) 497-8686. You may withdraw the authorization to place a lockbox on the property by providing written notice and paying 1 month's rent as consideration for the withdrawal. RentWerx will remove the lockbox within a reasonable time after receipt of the notice of withdrawal and payment of the required fee.

If agents are denied access or are not able to access the property because of tenant's failure to make the property accessible, tenant will be charged a trip charge of \$85.00.

OPTIONAL: Move Out with Lockbox Access

With this optional program, tenants may surrender the use of their home by leaving all keys in the lockbox provided and any extra keys and remotes on top of the kitchen counters and by then sending an email to our office indicating they have surrendered the home and vacated. This optional program has no cost.

To sign up for the Optional Lockbox Move Out:

<https://www.rentwerx.com/optional-lockbox-access-programs/>

Or – Click this Link: [OPTIONAL LOCKBOX MOVE OUT FORM](#)

Rental Verifications:

We often receive requests from mortgage companies and other landlords wanting a rental verification of a tenant's rental history. Usually they want this information filled out and returned to them immediately. We are happy to comply; however, we require a \$45.00 processing fee in order to cover the costs and time associated in performing this service.

Please turn in any cleaning services receipts upon move-out for consideration.