

Crossland Real Estate

Serving Austin Since 1993

Crossland Real Estate - Move-out Acknowledgment and Instructions

Your move-out process and deposit return will go smoother if you take a moment to read over the following items. Please call if you have any questions. Good luck with your move!

Marketing Process

There will be a sign and lockbox placed on your property, as stated in your lease, and we will begin efforts to locate the next tenant after we receive your notice to vacate. We will, with advance notice to you each time, be showing your unit to tenant prospects. Ideally, a new tenant will be found soon and this process will be a short one. Anything you can do to make the property show better will increase the probability that the process will end sooner. **If you have pets, you agreed in your Pet Agreement to remove or kennel them if they interfere in any way with our access to the property. This will be strictly enforced, no exceptions.** If your yard needs attention, please tend to it at once. The "curb appeal" and interior appearance of a property is extremely important to our success in finding a new resident quickly. When we work together, the leasing process usually has a win-win result. We find someone fast and you endure minor, if any, disturbance.

Move-out Date vs. Lease End Date

Move-out Date you provided

Although your lease most likely ends the last day of your final month, we know that tenants often move sooner than the actual last day. In other words, your move-out date may be sooner than your lease ending date. If so, there is a chance for you to receive a partial rebate of your final month's rent. This will happen if we move a new tenant in before the end of the month. If it so happens that you are going to vacate early and would like to have this rebate opportunity, please let us know in writing of your *actual move-out date* so that we may offer a corresponding move-in date to new tenant prospects. Once received, we will hold you to this earlier date so please be certain of your plans. Otherwise, you must be finished, out of the property, and have the keys to our office by no later than 5PM of the last day of your lease. No extra or holdover days will be allowed beyond your move-out date.

Carpet

We will have your carpet professional cleaned upon your move-out and the actual cost will be deducted from your security deposit, per your lease. Do not clean the carpets yourself or hire someone else to do it, we will handle it.

Pets

If there is or ever was a pet in your property, we will have the property treated for fleas, whether you think there are fleas present or not, and the actual cost will be deducted from your deposit along with the carpet cleaning cost, per your lease agreement. Please pick up *all* pet droppings from the yard before you leave, otherwise we hire a "pooper scooper" service to do this and deduct the cost from your deposit.

Utilities

Pursuant to your lease agreement, **leave all utilities on through the end of your lease term**, regardless of whether you move out sooner. Most leases end the last day of a month, so schedule your utilities to go off on the first day of the following month. Otherwise, we will have the service reinstated and you will be charged turn-on fees, the cost of which will far surpass any savings you may realize by turning utilities off too early.

Cleaning

Moving is a very tiresome event. Please consider carefully whether you will have the time and energy, after moving, to properly clean your place. Most commonly, tenants have every intention of leaving the property clean, usually boasting to us, "*it will be cleaner than when we moved in*". But then they simply run out of time or are too exhausted after hauling boxes. They blow off the final clean and walk away figuring their deposit will cover the cleanup costs. This leaves us scrambling to get things handled at the last minute before the new tenant moves in.

The problem is compounded when utilities have been turned off. You will suffer financial consequences if this happens. *Nothing will consume your deposit more than your failure to return the property good and clean.*

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Please consider hiring a cleaning service if you don't know for sure that you are going to be able to return the property to us in a good and clean condition. **We will charge a minimum \$100 coordination fee, plus \$75 per trip for re-inspections, meeting vendors at the property, etc. on top of the actual costs of cleaning and repairs if you leave unfinished cleaning and trash hauling.** Call us if you'd like a recommended cleaning service.

Repairs

Please take this moment to think about anything that may need attention at your property that you have not previously reported to us. Do you have toilets that run? Do all the appliances work properly? Have you caused damage to the property that needs repair? If you think of anything, please let us know in writing so we won't be surprised by it after you move out.

Walls, Painting, Picture Hanger Holes - Do Not Spackle

Please DO NOT fill small holes in your walls with spackle. Just leave them there and we'll handle it. The next residents will often hang pictures in the same place anyway. We have had to completely repaint interiors that were otherwise in good shape after tenants created white polka dots throughout the entire house by filling numerous small holes with spackle. If you have caused excessive wear and tear to the walls such that they will need to be touched up or prematurely repainted, call and talk to us about that before you paint yourself.

Trash and Debris

You must take all of your trash and belongings with you. Do not leave your trash can full. Do not leave trash stacked at the curb. If you do, we will send a hauling company to remove it and you will be charged for the cleanup. **There will be a minimum \$75 hauling charge to remove any trash or items that you leave behind.**

Keys and Forwarding Address

All keys must be returned to our office by 5PM on your move-out date. Leave any garage door devices inside the property in a kitchen drawer. Returning the keys constitutes the formal act of "surrendering possession" back to us, which, along with providing a written forwarding address, is required by Texas Property Code for your deposit return. We do not meet you at the property to collect the keys or perform a final walk-through with you, nor will you be provided a "second chance" to re-enter the property to correct items you forgot or missed.

Deposit Return

We process and mail all deposit refunds at the end of each month for those tenants with leases that ended the month before. You will receive a full accounting at that time, please don't call and ask us to give you a partial or early accounting over the phone. We are often asked, "How much of my deposit am I going to get back?" The answer is, "As much as you want!" If you fulfill the terms and conditions of your lease and you follow these move-out instructions, we will be delighted to make no deductions for repairs or cleaning (other than prior agreed to amounts). If you leave a damaged and dirty property with trash for us to deal with, your deposit return statement will reflect that. So it's entirely up to you. If you have not already provided us with your forwarding address in writing, please do so immediately - it must be in writing.

Charges

The following is a list of the most common charges that are taken from the security deposits of our tenants after they move out. Our hope is to return the maximum amount to you, less carpet cleaning (and flea service if pets).

Cleaning - Actual Cost of maid service.

Utilities - Actual cost for turn on and consumption.

Repairs - Actual cost

A/C Filter - Actual cost of service call plus service to unit to determine if dirty filter caused any damage.

Trash Hauling - Actual cost, minimum \$75. DO NOT leave trash at your curb or in your garage.

Coordination Fee - Minimum \$100 Admin fee for contracting any cleaning, repairs, utilities, hauling, etc.

Trip Charge - \$75 for each extra trip to the property to let vendors in or to re-inspect repairs.

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