



MOVE OUT PROCEDURES

Our goal is to make your move out transition as smooth as possible. Please follow the guidelines below to ensure everything is followed.

1. **Reminder of Yard Care:** If your lease is written that Exterior Maintenance is the responsibility of the resident, this is something not to forget your last month. This tends to be forgotten on the last month of occupancy. We like to remind our Residents that proper trimming, watering, flower bed upkeep, weed remediation, cleaning up leaves, cleaning out rain gutters, weeding, and all exterior maintenance will help minimize costs that would be charged to the security deposit upon move out.
2. **Final Walk Through:** A final walk through of the property is not included as a provision in the rental contract. These Move Out Procedures along with the attached Cleaning Checklist, are what you will need to follow to ensure all the proper steps are taken for your move-out. If you wish to schedule one after reviewing these forms, you can contact Alison at the office. The prevailing hourly rate for maintenance will be charged, \$55/hour and can be paid upfront. Upon receipt, the maintenance department will contact you to coordinate a time. We require a 10 business day notice. Past residents are not present during the move-out inspection after keys have been turned in.
3. **Showing the Property:** Now that you have turned in your move-out notice, we will begin advertising and will contact you to set up times for showings. The lease requires we provide 24-hour notice, and the showing agent will always do that if there are interested parties wishing to walk through your property. We understand you will be moving and the house may not be orderly, but please do your best to keep walkways open for parties to come through.
4. **Turning In Keys:** House keys, mailbox keys, HOA FOB keys, and garage door openers, as applicable, are due to the office on the last day of the month they have paid rent for. If keys or the garage opener(s) are left at the property, the Resident will be charged \$50 from the security deposit for them to be picked up. If you live further from the office, you are welcome to mail these items to the office. Please put: Attn Alison Stokes on the label and remember that they need to be received by the last date of your lease. Prorated rent is charged to the Resident for each additional day of occupancy. The mailing address is on the second page. You can also leave them in the after-hours dropbox in Suite 8, in a sealed envelope with your name on the envelope so we know which property the keys belong to.
Location of after-hours dropbox: **It is a large gray box on the brick column outside Suite 8. Do not leave anything in the black slot of the door on number 8**
5. **Winter Months Reminder:** Do not turn off the thermostat when you vacate. This can cause frozen pipes in the winter months, which the Resident would be responsible for.
6. **Carpet Cleaning:** Carpets need to be professionally cleaned and black light tested. If you choose to do the carpet cleaning, it must be done by a licensed company with a water heated truck mount system only. The carpet cleaning receipt MUST be turned in with the keys, otherwise maintenance will presume the carpet cleaning has not been done and order this to be completed. That invoice will be deducted from the Resident's deposit. Maintenance will schedule all carpet cleaning to be completed

for all properties that have not turned in a receipt. Carpets are not allowed to be cleaned with a rug doctor, store rented carpet cleaning machine, or by anyone not licensed. This equipment damages the fiber in the carpet. Carpet cleaning costs are paid by the Resident, and the black light test is paid by Welch Randall from the non-refundable portion of the deposit. We have found it easiest to allow Welch Randall's maintenance department to schedule the carpet cleaning and black light test for you, after you turn in keys, and we can deduct the bill from the deposit. If you do the carpet cleaning yourself, do not have the company conduct a black light test because we pay for this out of the non-refundable portion of the deposit, and do not wish for the Residents to take that additional cost on themselves.

7. **Reminder to Deactivate Auto-Payments:** If you are currently set up on your ACH to have auto-payments deducted from your account to pay your monthly rent, Welch Randall is unable to go in and modify the auto-payment feature, or deactivate it. Residents that have auto-payments set up to withdraw before rent is due, this auto-payment feature will need to be deactivated a month in advance.
8. **Forwarding Address:** Please remember to turn in your forwarding address so that your security deposit accounting form will be mailed to that address within 30 days of the lease end date with an itemized statement of the security deposit reconciliation.
9. **City Utilities:** There are many utility companies and cities for water/sewer/garbage that bill one month behind, which means you may receive your final utility bill up to a few weeks after you have vacated. Julie in accounting needs the final bill to come through and verify payment has been made by the Resident through the last day of the lease. Please check the readings on the statement to verify it is the last utility bill, and as soon as you have this, please contact Julie in accounting at julie@welchrandall.com, and she can assist you in prorating your final utility bill. Julie will require a confirmation number verifying payment. Per the Utilities Clause of the lease agreement, if Welch Randall needs to handle paying your final utility bills for you, we will charge a \$50 utility handling fee. Do not have utilities turned off or you will be charged the re-connect fee from your deposit.
10. **Power & Gas Utilities:** Residents are responsible for payment of utilities through the last of the lease agreement. When you call the power and gas companies, do not take them out of your name until the last day of your lease, even if you turn in keys early. If utilities are transferred out of the Residents name prior to the last day of the lease, the Resident will be charged the \$50 utility handling fee, per utility, to have Welch Randall sort out the final billing. Do not have utilities turned off or you will be charged the re-connect fee from your deposit.
11. **Remove All Items:** If anything of value is left at the property, we are required to store it for 15 days under Utah law, and notify the past residents of abandoned property by posting a notice at the property and mailing a notice to them. There is a daily storage fee associated with this and it will delay us being able to get the property rent ready for the next residents. Please remove **everything** from the property, even if there are items you consider to be garbage or waste. Do not leave anything on the floors, in cupboards, cabinets, closets, decks, yards, patios, garages, etc. Property with a value of even \$1.00, we are required to hold onto for 15 days and store. Please remove everything from the property.
12. **Security:** Be sure to lock all windows and doors prior to vacating the property fully.
13. **Move Out Charges:** If charges are applied, there will be a CD included of photos showing the damages/cleaning to your property upon move-out, along with the pre-move in form and photos you completed upon move-in. At the time of move-in, we have the process of each resident completing their pre-move in form and taking photos to document any damages that are pre-existing. Residents are not held responsible for these damages. If you did not document something as pre-existing on your pre-move in form, and it is damaged when you vacate the property, you will be charged for this repair.

The burden falls solely with the residents to disclose damages on their pre-move in form. If you were charged something in error, the security deposit form is included in your deposit reconciliation packet. You will need to fill that out and email the form, along with the necessary documentation to validate the dispute, and can be sent to the contact email listed on the form. That must be sent within 30 days of receipt of this packet validate the dispute. We do not accept walk-in's, office meetings, phone calls, or other emails in relation to the disputes. If something was charged in error and you turn in the dispute form, that department will promptly review your concerns and provide a response to you.

14. **Timeline of Security Deposit Reconciliation:** The security deposit reconciliation of itemized costs is reconciled within 30 days from when the keys and forwarding address are turned into the office, per the lease and Utah law. Please keep in mind there are many properties that maintenance is turning over each month, and yours will be sent within the 30 days. Our office will not send an update regarding deposit reconciliations, just know they will be mailed within 30 days. If there are pending invoices, a temporary accounting statement will be sent until final invoices have been received.

Thank you for renting from Welch Randall, and should you have any questions to assist in the move out process, we are here to help. We hope you would call or email so we can provide assistance as needed.

Thank you!

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