

MOVE-OUT PROCEDURES

Now that you are moving out, your lease agreement requires that you leave the property in a **clean and undamaged condition**. We have every intention of returning your security deposit if you have fulfilled your lease obligations.

The following information is provided to help you understand the security deposit return process:

- Under California law, Coastal Cities Property Management must return the renter's security deposit, with an itemized statement of deductions, within 21 days after the renter has surrendered the rental property to the landlord (that is, returned the keys and vacated the property).
- Remember to clean your rental property inside and outside to avoid any charges against your deposit.

PREPARING FOR MOVEOUT

You must provide the office a complete forwarding address.

All keys, garage door openers and gate remotes, etc. must be turned in by the expiration date of the lease agreement, or pro-rated rent will be charged until they are returned. If mailbox keys were originally issued by the Post Office, they should be turned in to the Post Office with a change of address notice.

To document the condition of the property we will conduct a final move-out inspection after all furnishings and personal belongings have been removed from the property, all cleaning completed, and the keys returned to Coastal Cities Property Management. **We will send out an inspector to document the condition of the property. The inspector does not make any determination as to the amount of the security deposit refund.**

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

Utilities must be turned on during the move-out inspection. If the utilities are not turned on for the move-out inspection, tenants will be charged a trip charge. Any delays caused by the utilities not being turned on will delay the return of your security deposit.

Tenants are not permitted back on the property after vacating.

Here are some helpful reminders of items that many people overlook or forget upon vacating. The condition of the property will be evaluated according to, but not limited to, the following:

INSIDE:

- All personal belongings must be removed from the premises.
- Painting: Please remove all nails. If you paint or patch and it does not match or if you do a poor job, you will be charged for the necessary patching and painting.
- Carpet cleaning: **Tenants are encouraged to have the carpets PROFESSIONALLY CLEANED at the time of move-out.** This must be done after you have completely removed all your belongings and vacated the property.
- Be sure to have any spot treatments or pet treatments performed as needed. If any odors recur after you have vacated the property, the tenant will be responsible for charges incurred to remove the odor. If the cleaning is performed to our satisfaction, tenants will not be charged for any additional cleaning expense.
- Clean vinyl, wood and/or tile flooring.

TENANT MOVE-OUT AND CLEANING INSTRUCTIONS

- Replace all air/furnace filters.
- Walls, baseboards and ceiling must be cleaned and free of cobwebs and lint.
- Clean fireplace, hearth and mantle, remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing.
- Clean all wall switch plates and outlet covers.
- Clean all windows inside and out, clean windowsills, mini-blinds and vertical blinds.
- Clean mirrors, windows, and sliding glass doors with glass cleaner. Also, clean window and sliding glass door tracks.
- 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.
- Clean all closets, storage spaces and shelving to including all miscellaneous debris.

- **KITCHEN:**
 - Clean appliances inside and out, replace burned-out light bulbs
 - 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.
 - Clean oven/range hood vent including filter.
 - Clean out and wipe down 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.
 - 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 surrounding areas.
 - Be sure garbage disposal is clean and free of debris. (Do not use fingers to check) Return/replace sink strainers and stoppers.
 - Clean all countertops, cabinets and drawers inside and out.

- **BATHROOMS:**
 - 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.
 - Clean mirrors, light fixtures and medicine cabinets.
 - Clean all cabinets and cabinet drawers – inside and out.
 - Clean toilets inside and out and remove all lime deposits. Clean toilet seat surfaces, top and bottom.
 - Mop or vacuum flooring.

Do not use scouring powder to clean acrylic or fiberglass tubs. It will ruin the finish

OUTSIDE:

- Lawns must be neatly mowed and edged, trees and shrubs trimmed or pruned, yard watered and all trash and debris removed.
- Any animal droppings are to be picked up and disposed of.
- All trash and garbage must be removed from the premises (including curbside). If you have trash that exceeds the normal pickup, you must arrange to have it hauled away.

TENANT MOVE-OUT AND CLEANING INSTRUCTIONS

- Replace damaged screens and windows.
- Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.
- Repair any pet damage.
- Clean outdoor light fixtures and replace burned out or missing light bulbs.

We recommend that you allow us to clean the home. Please contact our office and inquire about our cleaning service. (This will not include yard and landscaping).

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 will not guarantee the home is cleaned to our requirements.

Wear and Tear vs. Damages Disclosure

Security deposits may be used to collect for damages for which a resident is responsible. This does not apply to normal wear and tear. The question is: "What's the difference?"

Normal Wear and Tear Defined

Normal wear and tear means that deterioration which occurs, based upon the use for which the rental unit is intended, without negligence, carelessness, accident, or abuse of the premises or equipment or chattels by the tenant or members of their household, or their invitees or guests.

Damage can therefore be defined as any condition which occurs due to negligence, carelessness, accident, or abuse of the premises or equipment or chattels by the tenant or member of their household, or their invitees or guests.

Normal wear and tear does not include dirt. Excessive dirt is considered negligence, carelessness, accident or abuse.

The following incomplete list of examples is intended as a guide to reasonable interpretation of the differences between expected 'wear and tear' from normal residential use, and damages due to irresponsible, intentional, or unintentional actions.

Wear and Tear	Damages
Small nail holes caused by a 6-penny nail or smaller. A 6-penny nail is 2 inches long and is used for hanging picture frames and other items on walls	Large holes from hanging shelving, pictures, screws, wall anchors, flat screen television brackets or any other wall hanging that causes damage larger than a 6-penny nail
Faded paint	Spot painting and patching or touch up painting of any kind
Wear and Tear	Damages
Faded caulking around the bathtub and tiles	Missing caulking around the bathtub and tiles
Hard water deposits.	Buildup of dirt, mold, mildew, or water stains from a preventable or unreported water leak.
Worn out keys	Broken, lost or unreturned keys
Loose or stubborn door lock	Broken or missing locks
Loose hinges or handles on doors	Damage from a door from forced entry, or damage from using feet to open doors
Worn carpet traffic patterns	Torn, burned, stained, missing, ripped, scratched, or snagged carpet, pet damage
Faded finish on wood floors	Scratched, gouged, warped or water damaged wood floors

TENANT MOVE-OUT AND CLEANING INSTRUCTIONS

Wear and Tear	Damages
Linoleum worn thin	Linoleum with tears, chips or holes
Worn countertops due to daily use	Burned, cut, stained, scratched or water damaged countertops
Drywall cracks from settling	Holes in walls, doors, screens or windows from misuse, negligence, carelessness, accident, or abuse
Faded, chipped or cracked paint	Unapproved or poor tenant paint job
Loose wallpaper	Ripped or marked-up wallpaper
Worn or heat blistered mini blinds	Broken, bent, cracked or missing slats, wands or hardware. Broken strings.
Sticky window	Broken window
Loose or inoperable faucet handle	Broken or missing faucet handle
Running toilet	Broken toilet seat, tank top or chipped or cracked toilet bowl
Musty odor	Urine or pet odor throughout unit
Non-functioning smoke or CO detector	Missing or detached smoke detector or CO detector or missing batteries
Non-functioning light fixture	Missing, burnt out, or incorrect style light bulbs
Dry lawn	Lawn with pet urine spots, dead areas, excessive weeds
Slow drain (i.e. roots etc.)	Drains that are clogged by hair, toys, or other non-flushable objects
Worn gaskets on refrigerator doors	Broken refrigerator shelf or dented front panels
Worn or fine scratches on enamel in old bathtubs, sinks or toilets	Chipped and broken enamel in bathtubs and sinks
Loose grout and bathroom/kitchen tiles	Missing or cracked bathroom/kitchen tiles

Courts have also ruled that the length of time a tenant has occupied a property must also be taken into consideration when accessing damages in relation to deductions to a tenant's security deposit. The longer a resident has resided in a property, the more allowance must be given for 'wear and tear' over damage.

Please follow the above instructions carefully. If the house does not meet the prerequisites after the inspection, applicable charges to your security deposit will be made.

POSSIBLE CHARGES TO SECURITY DEPOSIT

We have compiled a list of average charges. Nothing herein shall be construed as a limitation to pursue the resident for damages not specifically listed. These are minimum charges, and prices may not include trip charges or labor:

General Cleaning Charges:

Clean Carpet \$150+

Oven or Stove \$75+

Vent Hood \$35+

Replace Range Pans \$40+

Refrigerator \$50+

Freezer \$20+

Counters/Cabinets \$5+ each

Toilet \$30+

Drawers/Sinks \$5+ each

Bathtub \$30+

Dishwasher \$20+

Mirrors \$10+ each

Mini-Blinds \$20+ each

Windows \$10+ each

Vertical Blinds \$35+

Floors \$30+

Ceiling Fans \$25+

Patio \$25+

Sliding Glass Door \$25+

Garage \$50+

TENANT MOVE-OUT AND CLEANING INSTRUCTIONS

Cleaning dirty vent hood \$35+
Furniture Removal \$75+
Cleaning walls (per wall) \$35+
Re-keying when no keys are returned \$85+
Trash Removal from interior of house \$65+

Trash Removal from exterior of house \$65+
Wash windows and tracks \$20+ each
Cleaning Fireplace \$35+ (does not include chimney)

Damage/Replacement Charges:

Tub stopper/Drain covers \$15+
Blind Wand \$5+
Drip Pans (all 4) \$45+
Vertical Slats \$15+
Vertical Blinds \$100+
Light Bulbs \$5+ each
Mini-Blinds \$40+
Specialty Bulbs \$15+ each
Light Fixtures \$100+

Screens \$35+
Door Replacement \$100+
Window \$200+
Light Globes \$25+
Oven Rack \$30+
Toilet Seat \$40+
Switch Plates \$5+ each
Reinstall Doors on Track \$30+
Service call / Trip Charge \$85+

These minimum charges are subject to change at any time without notice.

Miscellaneous

How is the security deposit disbursed if there are roommates?

We will disburse the funds according to written instructions signed by all residents. If all residents cannot agree, Coastal Cities Property Management will disburse one check made payable to all residents on the lease.

REFERRAL \$\$\$: It is very important to keep your home looking its best as prospective Tenants may be driving by your home. You can also earn referral \$\$\$ by helping us find a great Tenant like yourself. Be sure to tell friends at work and any clubs or associations.

STAY WITH US: If you are still deciding where to live go to www.CoastalCities.com. If you are a tenant in good standing, we will **waive your application fees**.

THANKS & GOOD LUCK WITH YOUR MOVE!