
Showing Instructions and Move-out Procedures

Your lease agreement authorizes Vienna Property Management to show the property for rent during last 30-days of your lease. We will place a sign in the yard about two weeks prior to you vacating the property.

YOU DO NOT HAVE TO BE PRESENT AT THE TIME OF SHOWING!

- Our showing agent will walk the home with the prospective tenants and make sure that they do not cause any damage to your belongings.
- Vienna Property Management may still show the property at reasonable times to prospective tenants with a 24 hour notice to enter.
- Tenants will be charged a \$65 trip charge fee if they prevent or prohibit scheduled showings.

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 as long as you have fulfilled your agreement with us.

The following information is provided to help you get our security deposit returned without any misunderstandings:

1. You have the right to a pre-move out inspection and we highly recommend that you schedule this with the office prior to giving up possession. This inspection allows you to walk the home with the inspector to determine what cleaning and repair items were missed so that you have time to correct this before turning in keys. This process allows you the opportunity to get your maximum deposit back and there are no "surprise" charges on your security deposit disposition.
2. According to the CA Law, Vienna Property Management has 21 days to return your security deposit. Security deposits will be mailed to the forwarding address left with the office or the last known address we have on file if you did not provide a forwarding address. You will receive a breakdown of charges and invoices for any cleaning and repairs.
3. Remember to CLEAN your rental property inside/outside to avoid any charges against your deposit. Refer to the move out checklist and your copy of the move in for further information. Per the lease you are required to have the home and carpets professionally cleaned and provide receipts when you give up possession.

PREPARING FOR MOVEOUT

1. You must provide the office with a complete forwarding address.
2. **TURN OFF ALL AUTOMATIC RENTAL PAYMENTS!!!!**
3. ONE copy of the house key and the cleaning receipts must be turned into to the office on the last day of your notice – you have until 11:59 pm to drop these off and we have an after hours drop box by the front door.
4. All mailbox, garage remotes, gate remotes, parking passes, etc. must be left in the home. If these are not returned in good working condition you will be charged for the replacement of the item out of our security deposit.
5. We will provide a final move out inspection after you have given up possession. Per CA Law, we are required to offer you a pre-move out inspection and it is up to you to request this be scheduled. We are not required to do the final move out inspection with the tenants and this will be scheduled after you give up possession.

The turnover coordinator will compare the move-in pictures with the move-out pictures along with your move-in check list, and the reports from the maintenance requests after you move-out to determine if there will be or are any charges against your security deposit.

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

6. Utilities must be on during the pre-move out inspection. If the utilities are not on for the pre-move out inspection the inspector will not be able to check light bulbs and appliances. These items will be documented as “no power on to check” and you will be responsible for any non-functioning light bulbs or damaged appliances once the power has been turned back on and final inspection is completed. The pre-move out inspection will not be rescheduled due to no power.
7. Call utility companies and arrange for final readings (Remember: you are responsible for the utilities through the end of your notice to vacate, if you disconnect them early the owners will back bill for any usage and charge this to the security deposit).

The following suggestions and helpful reminders are listed to ensure the maximum return of your security deposit. Also, there are some reminders that many tenants overlook or forget upon vacating. **Please use this checklist as a guide.

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 and 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 painting depend on length of time in the property and whether it exceeds normal wear and tear. The CA Law allows for owners to charge for paint up to 3 years based on how long you were residing in the home.
3. CARPET CLEANING: Tenants are required to have the carpets cleaned by a professionally truck mounted carpet cleaning company. Please note that if you use a company off of the internet and the carpets do not look clean, we will have our company clean them and charge your security deposit. **This must be done after you have completely removed all your belongings and is the LAST thing you schedule.** Do not have the carpets cleaned and then continue to move items out of the home or have the cleaners in the home. You must provide a copy of the receipt to the office upon giving up possession of the home.

Be sure to have any spot treatments and pet treatments done as needed. If any odors or pet odors resurface after you have vacated the property, the tenant will be responsible for charges incurred to remove odor. If there are any issues with fleas the tenant will be charged for the treatment of the home.

4. Clean vinyl, wood and/or tile flooring. Clean and dust all baseboards.
5. Clean or replace AC filter and clean the vent cover for the filter intake.
6. Walls, baseboards and ceiling must be cleaned and free of cobwebs and lint.
7. Clean all doors, door jambs and trim.
8. Clean fireplace, hearth, and mantle, remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing.
9. Clean ALL wall switch plates and outlet covers.

10. Clean ALL windows and sliding glass doors inside, window sills, tracks, blinds, shutters, and drapes. If you had a pet and the exterior of the slider is dirty you are responsible to clean it.
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.
12. Smoke alarms must be operative. Replace batteries prior to vacating the home.
13. Clean all closets, storage spaces and shelving free of dust, cobwebs and debris.
14. KITCHEN: Clean kitchen appliances inside and outside, 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 be charged for them. Foil covering drip pans is not acceptable.
 - b. Clean oven/range hood vent including the filter – make sure light bulbs are working.
 - c. Wash out refrigerator and compartments, including freezer, don't forget to wash off the top exterior of the fridge and clean the rubber gasket around the fridge 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 clean 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 and backsplash areas.
 - g. Clean all cabinets and drawers – make sure to vacuum out the crumbs on the interior and wipe down the exterior to remove all fingerprints.
 - h. Clean sinks and faucets
15. BATHROOMS:
 - a. Clean countertops, sink(s), soap dishes, tile, fixtures, tub/shower. 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. Make sure to remove all hair and debris from drawer.
 - d. Clean toilets inside and out. Clean toilet seat surfaces, top and bottom.
 - e. Mop or vacuum flooring

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

OUTSIDE:

1. Lawns must be neatly mowed and edged, shrubs under 4 ½ feet trimmed, 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. Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.
5. Repair any pet damage.
6. Replace any exterior light bulbs that are not functioning.

Tenants are not permitted back on the property after vacating.

Upon leaving the property – PLEASE be sure to fully secure the property. Lock all windows and doors, make sure that the AC/Heat is shut off and close all blinds. Do not throw any flip latches or chains on the doors as this may obstruct entering the home and you may be charged for any fees necessary to gain access.

DO NOT LOCK THE KEYS IN THE HOME – you will be responsible for rent until we are able to access the property. Please drop the house key and the receipts for cleaning at our office so that we know you have vacated the home and are giving up possession.