

FINAL MOVE-OUT INFORMATION
Frequently Asked Questions (FAQ)
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These are FAQ's related to your move-out inspection. We recommend that you print this document so that it can be used as a checklist even after you pack up your computer. Maximize your deposit refund by following this guide and using the check list on the last page.

WHEN IS THE MOVE-OUT APPOINTMENT SCHEDULED?

The date and time of the appointment is located on the first page of your lease. It is automatically set for the last hour of the lease (11:00 AM). If your House Manager decides to reschedule the appointment to an earlier time we will send an e-mail to the group (Tenants and Co-Signers). To see the current move-out appointment for your property at: www.castleproperty.com/Move-Out-Schedule.htm or select "Move out schedule by property" on our web page.

DOES EACH PERSON NEED TO SCHEDULE A WALK-THROUGH?

No, there is one move-out inspection for your entire house. If the group prefers to have the move-out inspection earlier than the lease end date and time, please coordinate this with all Tenants through your House Manager. There is no cost for an early inspection of the house but everyone must be ready for the inspection.

DO I NEED TO ATTEND THE WALK-THROUGH?

No, no one is required to attend the inspection. Tenants and Co-Signers are welcome to attend but it is not required.

WHAT IF THE GROUP IS NOT READY FOR THE WALK-THROUGH?

- 1: CP can start the inspection of individual bedrooms while any remaining items in the common area are removed by the group. This typically gives an additional 5-10 minutes per bedroom to take care of last cleaning and move-out tasks. There is no cost providing we are not asked to re-inspect rooms that were cleaned after inspection.
- 2: CP can return in 5 hours to do a delayed re-inspection. Cost \$10.00 for each Tenant on the lease.
- 3: CP can return in 21 hours to do a next day re-inspection. Cost \$25.00 for each Tenant on the lease.

Delayed move outs are recommended over rushing to move out or leaving a lot of trash, pre cleaning or debris that CP will need to bill to the group. This allows the group to move out properly, make sure that all keys are left and any TV/internet equipment is returned to their vendor. The group should pre-clean excessively dirty areas, remove all trash and food, and replace any non-functional bulbs can also be completed. Typically the cost of a delayed move-out is much cheaper than leaving these items for CP to complete.

Tenants can leave as soon as they are finished and do not need to wait the entire 5 or 21 hours for CP to return. The house should be locked and keys can be returned to the CP office or drop box in front of the office. If more than 21 hours are needed, special arrangements will need to be made with the cleaners and repair staff. The sooner we know about the group's inability to move out in a timely manner, the better we can plan and the less it will cost the group.

WHAT DO I DO WITH MY KEYS?

To receive credit for their keys, Tenants are responsible for returning all keys to CP no later than 24 hours after the final inspection. Key envelopes are available in the inside flap of our drop box. We also leave key envelopes for each tenant on the refrigerator prior to move out. If no envelope is being used, it is helpful to write your name and room number on a piece a paper and leave the keys on top of it in the center of the room. So that we are able to accurately give credit or the keys, please don't conceal keys under mini-blinds, cabinets or mix up all keys in the common area. We deduct \$10 from the deposit for each key not returned within 24 hours of the move-out.

Substitute Key Envelope: www.castleproperty.com/forms/Substitute-Key-Envelope.pdf

CAN CASTLE PROPERTY STORE ITEMS FOR ME?

Tenants have the option to hire Castle Property to move items to an off-site storage facility. This should be a last resort if the Tenant or Co-Signer is unable to retrieve their wanted items by the end of the lease term. The costs and terms are located on the Storage Agreement.

Storage Agreement: www.castleproperty.com/forms/Storage-Agreement.pdf

WHAT ABOUT ITEMS I HAVE SOLD OR GIVEN TO FUTURE TENANTS?

Any items sold to or left for future tenants, should be removed from the property or moved to rooms that will not be cleaned during the change-over such as renewing Tenant's room. If the items are large or difficult to move the Tenant may choose to complete a Transfer agreement for items left at the property. See forms below for details and prices.

Items in Common areas: www.castleproperty.com/forms/Transfer-Items-In-Common-Area.pdf

Items in Kitchen areas: www.castleproperty.com/forms/Transfer-Items-In-Kitchen.pdf

Items in Bedrooms: www.castleproperty.com/forms/Transfer-Items-In-Bedroom.pdf

WHAT LOCAL CHARITIES ACCEPT USED ITEM DONATIONS?

We strongly encourage Tenants to take any useful unwanted items to local charities. Please give these charities at least a week's notice if you want them to pick the items up. Most charities have one specific day each week they will pick up at your house. Most charities accept donations at their location but call ahead since some of these charities get overwhelmed during the summer with large furniture and bedding items and limit what items and what conditions they need to be in to accept. Please keep in mind that they make money only if they can re-sell donated items. They are not a free dumping ground for useless torn, broken or stained furniture. We have charity and landfill information on our web site. www.castleproperty.com/forms/Harrisonburg-Charities.pdf

HOW CAN I SHARE UNWANTED CLEANING, CLOTHING, SCHOOL SUPPLIES AND FOOD ITEMS?

If you don't want to take these items yourself, we have information below listing the types of items we can redistribute for you, free of charge. A copy of this information will also be attached to each refrigerator at the end of the year that lists the kinds of items we can redistribute. Each year we redistribute several hundred pounds of food, cleaning supplies, school supplies and clothes through the community. We are proud to not only be helping others but to also keep these items out of the land fill. More information about the types of items we can accept at: www.castleproperty.com/forms/Unwanted-Stuff.pdf

WHAT DO I DO WITH MY TRASH?

All of our properties have weekly trash pickup of residential trash items. Properties have different pick up days and number of items per pick up date. Large items such as sofas, beds and desks are pickup up twice a month. Try to plan your move-out and disposal according to your specific trash pickup schedule if possible to save on the cost of taking things to the landfill. For specific information for your property select www.castleproperty.com/Move-Out-Schedule.htm

If you have too much trash and furniture or you can't coordinate your disposal with your pick up days, the landfill is the least expensive way to get rid of your trash and garbage. They do charge a tipping fee for the weight of the items you dump. This fee is currently around \$35 minimum or \$80 per ton for household items. Keeping in mind that 2000 lbs of trash is a lot of trash and furniture. If you can remove metal and other recyclables from your trash these items are free to recycle at the landfill and will lower the total weight you are charged to dump. More information is available at their web site: <http://www.rockinghamcountyva.gov>

WHAT HAPPENS TO ABANDONED ITEMS LEFT AT THE PROPERTY?

If there are personal items remaining that are not listed on either a storage agreement or a Transfer agreement, these items will be disposed of at the Tenant's expense. Items in bedrooms are billed to the specific Tenant and items in the common area are split among all Tenants.

WHAT DO I DO WITH THE CABLE BOXES AND ROUTERS?

Please return any equipment you are renting from COMCAST, GlowFiber or any other vendor directly to their office to receive return credit. If we find any of these items, we will return them to the local office on your behalf at our hourly rate, which is a lot cheaper than the equipment replacement cost.

CAN I SAVE MONEY BY PERFORMING MY OWN REPAIRS OR PAINTING?

No. As agreed in the lease, Tenants are **not** allowed to repair trim, drywall, glass or to paint any portion of the property. Concealing damages or repairing items is a violation of the lease and will be treated accordingly. The hourly repair costs, as listed in the lease are higher for items concealed or repaired by the Tenants. Spend your time and effort cleaning, replacing missing or burned out bulbs, and removing your personal item. Leave the wall or door repairs to us.

If unauthorized repairs are found, CP will remove the repaired area and verify that there is no additional damage underneath. The cost to remove the repair and to replace it will be charged to the Tenant at the higher Unauthorized Tenant Repair rate. The total cost will be substantially more than the original repair. Hidden damages are sometimes found after the final cleaning or at the move-in inspection and require additional cost to quickly repair. The additional costs to repair the hidden damages will be charged to the Tenant. The best way to save money is to fully disclose all damages by e-mail before the walkthrough. Tenants will not save money by trying to conceal damages.

SHOULD I DISCLOSE DAMAGED ITEMS PRIOR TO THE MOVE-OUT?

YES. Damages disclosed prior to the inspection are repaired at our lowest labor rate. The best way to disclose damage is by e-mail. CC yourself and HM if damage is in the common area. List the location and brief description of the damage. Feel free to add a photo or two if it helps describe the issue.

The labor rate we use for undisclosed damages is 1.5X the normal rate. The rate we use for unauthorized repairs or painting is 2X the normal rate. Avoid these penalties by disclosing damages before the inspection and avoiding the temptation to fix damages yourself.

WHAT SHOULD I DO WITH BROKEN OR TORN SCREENS AND STORM WINDOWS?

If you have broken screen or storm windows, please leave them in the frame or next to the correct window where they belong. The cost to replace a screen is less than the cost to replace a screen and frame. The same is true for storm windows. The cost to replace glass is cheaper than the cost to replace glass and a frame together.

WHAT SHOULD WE DO ABOUT UTILITIES?

NOTHING. Utilities are in the name of Castle Property. We leave the utilities on and will prorate your final bill and deduct the amount from your deposit. You can minimize the utility costs by making sure lights are off, the heat or A/C is not on and that all faucets are turned off. Do not unplug the refrigerator(s). Moldy refrigerators cost a lot more to clean than the few cents in electric savings.

WHEN DO I GET MY DEPOSIT BACK?

Your deposit will be returned within forty-five days after your lease end date. Both the amount of the deposit and the date of the return are listed on the second page of the lease. Your deposit will be sent to your permanent address or to the address listed on the Key Envelope.

If your permanent address has changed in the past year, please take a look at a recent utility bill from us to verify we have your correct mailing address. If you are unsure or want the deposit sent to a different address, please send an e-mail to our office listing the desired address to avoid any deposit refund delays.

You can check the estimated return date and the actual status of your deposit refund 24/7 by viewing at: www.castleproperty.com/Move-Out-Schedule.htm. Once the depot is mailed, please allow 3 business days for US Mail delivery. If you have not received your check and itemized deductions after that time, please feel free to contact our office. **We will not have information about the status or amount of your deposit prior to the refund date. We thank you for holding your questions until you receive the deposit and summary.** We will be happy to discuss any questions about the deposit once you receive your refund and itemized deductions.

WHAT ITEMS IS THE TENANT REQUIRED TO CLEAN BEFORE THE MOVE-OUT?

Tenant cleaning includes the removal of all personal items and trash and pre-cleaning heavily soiled areas. This pre-cleaning includes cleaning of any heavily soiled floors, walls or other surfaces and heavily soiled appliances and fixtures. Your changeover fee will be used toward the remainder of cleaning. Below is a more specific list of items and the responsibilities of the Tenants.

WHAT SPECIFIC ITEMS ARE INCLUDED IN THE CHANGE OVER FEE?

The cost of these items will be paid for with the change-over fee. The cleaning listed below is for general household cleaning. If particular areas are excessively dirty, specific pre-cleaning charges will be deducted from the deposit. If the house is filthy or it looks like we are the first to clean the bathrooms, kitchens or living areas the entire year, pre-cleaning will be needed.

1: BEDROOMS LIVING ROOMS, COMMON ROOMS, STAIRS AND HALLWAYS:

- Fill up to 25 small nail holes per room and touch up painting;
- Clean light fixtures, ceiling fans and blades;
- Remove cobwebs from ceilings and corners;
- Wash down all walls and trim and floors;
- Clean closets and shelves free of dirt and dust;
- Vacuum and steam clean carpets (if no unauthorized pets were in the property);
- Mop and wax floors;
- Clean base boards and trim;
- Dust mini-blinds;
- Clean radiators or heat grates

2: BATHROOMS:

- Fill up to 25 small nail holes per room and touch up painting;
- Clean light fixtures, exhaust fans;
- Remove cobwebs from ceilings and corners;
- Wash down all walls and trim and floors;
- Clean closets and shelves;
- Clean tub, showers, toilets, vanities and cabinets; (heavy cleaning done as pre-cleaning)
- Clean base boards and trim;
- Mop and wax floors;
- Dust mini-blinds;
- Clean radiators or heat grates

3: KITCHENS AND LAUNDRY ROOMS:

- Remove cobwebs from ceilings and corners;
- Wash down all walls and trim and floors;
- Clean closets and shelves and cabinets;
- Clean cabinets and drawers;
- Clean fixtures and appliances; (heavy cleaning done as pre-cleaning)
- Replace stove pans;
- Clean stove and oven (heavy cleaning done as pre-cleaning)
- Mop and wax floors;
- Clean radiators or heat grates

4: COMMON AREAS:

- Filling up to 25 small nail holes per room and touch up painting;
- Wash walls, trim and floors;
- Dust mini-blinds;
- Mop and wax floors;
- Vacuum and steam clean carpets (if no unauthorized pets were in the property)

PRINT THE LAST PAGE AS A CHECKLIST FOR MAXIMIZING YOUR DEPOSIT. VERIFY THAT YOU HAVE PERFORMED THE ITEMS BELOW TO AVOID DEDUCTIONS FROM YOUR DEPOSIT.

CLEANING CHECKLIST TO MAXIMIZE SECURITY DEPOSIT REFUNDS:

PLEASE DO **NOT** TO REPAIR WALLS, DO **NOT** TO PAINT AND DO **NOT** TO FILL NAIL HOLES.

The best use of time to maximize your deposit refund is to clean heavily soiled areas, replace missing bulbs, replace dead/missing smoke alarm batteries, and dispose of all personal belongings and trash inside and outside the property.

The cost of the items below **ARE NOT INCLUDED** in the change-over fee. Tenants should eliminate as many of these items as possible to maximize the deposit refund. Each item skipped, will be deducted from the deposit.

BEDROOMS LIVING ROOMS, COMMON ROOMS, STAIRS AND HALLWAYS:

- Removal of furniture and personal belongings;
- Pre-wash heavily soiled wall, trim, floors and stairwells;
- Remove food and beverage splatters from ceilings and walls;
- Removal of pictures, posters, nails, pins (do **not** fill holes or touch-up paint);
- Removal of graffiti, stickers, tape, wax, adhesive squares or strips;
- Replacement of non-working bulbs (bulbs must be white 60 - 75 watt or CFL/LED equivalent);
- Replace missing battery in smoke alarms (use test button to verify);
- Remove trash or debris;
- Leave keys in bedroom, return to the office or bring to the walk-through (no credit given for keys returned more than 24 hours after the walk-through)

2. BATHROOMS:

- Removal of furniture and personal belongings;
- Pre-wash MILDEW, or heavily soiled wall, trim and floors;
- Remove food and beverage splatters from ceilings and walls;
- Pre-wash heavily soiled tub, shower, sink, toilet, vanity and medicine cabinets;
- Removal of pictures, posters, nails, pins (do **not** fill holes or touch-up paint);
- Removal of graffiti, stickers, tape, wax, adhesive squares or strips;
- Replacement of non-working bulbs (bulbs must be white 60 - 75 watt or CFL/LED equivalent);
- Replace missing or non-working vanity bulbs (40 - 60 watt white vanity bulbs only);

3. KITCHENS AND LAUNDRY ROOMS:

- Removal of furniture and personal belongings;
- Pre-wash heavily soiled wall, trim and floors;
- Remove food and beverage splatters from ceilings and walls;
- Removal of pictures, posters, nails, pins (do **not** fill holes or touch-up paint);
- Removal of graffiti, stickers, tape, wax, adhesive squares or strips;
- Replacement of non-working bulbs (bulbs must be white 60 - 75 watt or CFL/LED equivalent);
- Empty Refrigerator and all cabinets. (Do not unplug or turn off the refrigerator)

4. FIRE SAFETY EQUIPMENT:

- Replace missing battery in smoke alarms (use test button to verify);
- Replace missing or discharged Fire Extinguishers in holsters with safety pins or seals unbroken;

5. OUTSIDE:

- Clean up loose trash, glass or cigarette butts around the property.
- Remove trash or personal belongings from the property. Trash may not be left at the street after the move-out inspection.

Tenants should schedule their clean up to utilize their regular trash days and the monthly large trash days by the city. These dates are located in you lease and on:

www.castleproperty.com/Move-Out-Schedule.htm