



## Denver Realty Group Move-Out Acknowledgement & Instructions

Our goal is to make your move-out experience as smooth as possible. Please take a moment to review these detailed instructions. Failure to comply with these instructions may result in deductions to your security deposit and additional charges in excess of that amount. When vacating the property, you must submit your intent to vacate in writing to the office a minimum of 30 days prior to expiration of your lease. Please be sure to provide our office with your forwarding address so we can process and mail your security deposit refund. Security deposit dispositions are sent out within 60 days following the expiration of your lease, provided you have vacated the property. Please allow adequate time for mail delivery. Thank you for being a DRG tenant and we wish you the best of luck with your move!

### Security Deposit Return

To receive a full security deposit refund, you are required to fulfill the terms of your lease and follow the move-out instructions below. If the condition of the property is maintained and there are no repair and/or cleaning expenses incurred by Denver Realty Group following your move-out, you will receive a full security deposit refund. There is an administrative charge for every vendor required and an inspection fee following completion of repairs. As mentioned, we will process your deposit refund within 60 days from when you vacate the property and the lease is terminated. The disposition and check will be mailed to the forwarding address you provide.

### Keys and Forwarding Address

All house keys, mail box keys, garage remotes, parking passes, entry fobs, etc., to the property, must be returned to the office or left with your property manager before 5:00 PM on the last day of your lease term. If your lease date ends on a weekend, please return items at an earlier date during office hours or mail them to the office. All items should be placed in a padded envelope with your name, property address and your new forwarding address.



**Returning keys constitutes vacating the property and allows us to begin processing your security deposit. If you fail to return your keys you will be considered a “holdover tenant” and in violation of your lease agreement and will incur costly penalties.**

### **Transferring Utilities**

Please contact your utility providers to do a final meter reading on the last day of tenancy and make sure all outstanding balances are paid in full. DRG Property Management processes water and sewer bills internally and any final balance due will be deducted from your security deposit. Please leave all utilities in your name through the end of your lease term, regardless of your move-out date. Cancellation date should be the last day of your lease term, unless Denver Realty Group approves an earlier cancellation. Power should be transferred out of your name, not disconnected.

### **Tenant Portal and Stopping Rent Payments**

If your tenant portal is set to autopay, please remember to deactivate your payment. DRG does not have access to your portal and cannot stop payment for you. If you do not deactivate your payment on time, your bank will send a payment even if there are no charges to your account. If this happens in error, DRG will refund your money via a live check. DRG is not able to stop a payment or transfer funds back into your bank account.

### **Inspection**

DRG will conduct the final move out inspection once you have completely **vacated and have returned all the keys to the property**. We will compare the Move-In Inspection you completed to the current condition of the property. Please have the property in rent-ready condition by the end of your lease date as you will not be able to re-enter the property following that date. Inspections are not performed with the resident.

### **Marketing Process**

If the owner of your property is choosing to re-rent, there will be a sign and lockbox placed on the property, per the lease agreement. We will start advertising the property as soon as we receive notice and we will start conducting showings one month before your lease ends. We will provide a 24-hour notice before each showing. Anything you can do to keep



the property in show-ready condition will increase the chances of the property being rented, which will subsequently stop the showings. If you have any pets, please place them in a kennel or remove them if they may interfere with the showing.

### **Painting, Picture Hanger Holes**

Please **do not fill small holes in your walls with spackle** or preform touch-up painting. This often makes the situation worse and requires us to fully repaint the walls (at tenant's expense). Small nail holes typically fall under "expected wear and tear". If there is excessive wear and tear on the walls and they need to be painted or touched-up, please contact us and we can help you through that process.

### **Repairs**

If you have caused any damage to the property that needs repair, please have that addressed before moving out (broken blinds, screens, door handles, trim, cabinets, towel racks, etc.) If there are necessary repairs that you cannot get completed or that you do not believe were caused by you, please inform us of them in writing. This way there will be no surprises or miscommunications.

### **Cleaning Checklist**

Careful attention and meticulous cleaning of the following items will help ensure prompt return of your security deposit. Please consider hiring a professional cleaner if you feel you will not have the energy or time to properly clean the property. You should provide the cleaner with this check list to ensure cleaning is completed to DRG standards. **Please do not leave the property unclean. Dirt is not considered ordinary wear and tear.**

Under DRG's current lease, the tenant will be charged an administrative fee of \$25.00 for each bill or service charged on the tenant's damage, cleaning, or security deposit account. There is an additional travel fee of up to \$45.00 for re-inspections, meeting vendors at the property, etc. To avoid these costs, please hire vendors directly and have the work completed before the last day of your lease. Please let us know if you would like a recommended cleaning service.



## Carpet

All carpet must be professionally cleaned, and stains must be treated, with receipt given to DRG before the last day of the lease term (No Rug Doctor/self-cleaning is allowed). If you have had a pet in the property you are required to have the carpet cleaning service treat for fleas and address any pet stains. If this is not completed, DRG will have to hire a carpet cleaner at your expense.

## General Items:

- Replace all burnt-out light bulbs and batteries on smoke/CO detectors (This will avoid a labor and bulb/battery charge)
- Repair damage caused to the property (e.g. torn screens, broken windows, etc.)
- If you cannot complete repairs before you leave, let us know so there are no surprises.
- Absolutely no garbage is to be left at the property. Do not leave a trash can full or trash stacked on the curb. Make arrangements to have trash picked up before you discontinue service. If you do not, we will have to send a hauling company to remove it at your expense.
- Remove all personal items from the property
- Remove all marks from walls
- Dust all blinds / window treatments / ceiling fans
- Dust all window sills / tracks, baseboards, light fixtures and fans
- Clean all floors, including under all appliances
- Clean fireplace debris
- Remove cobwebs from ceilings, windows, corners, behind doors and on chandeliers/light fixtures

**Kitchen:**

- Wipe down walls, backsplashes, and cabinetry
- Sweep and mop floor
- Clean sink and drain
- Clean outside and inside of oven (replace drip pans if needed)
- Clean stovetop, control panel and dials
- Clean microwave inside and out
- Clean outside of dishwasher
- Wash all counter tops
- Clean outside and inside of refrigerator including freezer and top
- Remove all racks, shelves and drawers, and thoroughly clean all surfaces, then replace racks.
- Clean all cupboards and drawers inside and out
- Wash stove hood, remove and wash filter and light

**Bathrooms:**

- Clean bathtub and or shower including fixtures
- Clean sink and faucet fixtures
- Clean all tile and grout
- Mirrors, medicine chest, cabinets and drawers should be cleaned with all items removed
- Clean and sanitize toilet



- Wash or mop floor

**Bedrooms:**

- Remove all items including hangers
- Vacuum carpets, including edges or mop
- Clean windows, sills / tracks, and blinds or window coverings

**Garage:**

- Remove all personal items
- Sweep floor
- Remove any auto fluid stains with appropriate cleaner

**Yard:**

- Weed appropriate planting areas and remove dead leaves and debris
- Mow lawn and edge
- Trim hedges and shrubs
- Sweep walks, decks and patios
- Remove all pet waste and repair related damage
- Remove all personal items from sheds and outbuildings, if applicable.

Thank you for being a valued DRG tenant. We wish you the best at your new property!