Residential Move-Out Instructions

Dear Resident,

As you approach the end of your lease term, please review the move-out requirements below. These steps help ensure a smooth transition and accomplish our goal of maximizing your security deposit refund.

Surrender of Possession.
You must fully vacate and return all keys/access devices no later than the lease termination date. Once you surrender the property, **you may not re-enter** except during the move-out inspection, if you attend.

Keys & Access Devices
Two options are available to return all keys, remotes, fobs, amenity passes, and mailbox keys.

- **Scheduled handoff at our office:** Our staff works remotely; schedule this in advance.
- **Leave keys at the property (requires prior written approval):** Keys must be placed where instructed and photographed for confirmation.

Utilities
All utilities must remain on and in your name **through the lease termination date**, regardless of when you physically move out. Provide written confirmation of final utility bill payment as soon as available to avoid utility-related security deposit withholdings.

Trash & Bulk Disposal
Remove all personal items and trash from the home and exterior areas. Do **not** leave bulk items at the curb, alley, or beside community dumpsters; the city/county will not collect them without prior arrangement. Unapproved dumping will result in haul-away charges.

Cleaning
The home must be returned in at least the same condition as received, excluding normal wear and tear, and pre-existing conditions documented in the move-in inspection report**.** Inadequate cleaning is never considered normal wear and tear. To avoid missed items, follow the Move-Out Cleaning Checklist below. Professional cleaning is strongly recommended; request **deep cleaning** (including appliances, baths, blinds, windowsills, etc.).

Carpet Cleaning
If the premises has carpets, professional **truck-mounted steam cleaning** is required. Do not use rental machines or chemical cleaners. Schedule carpet cleaning only **after the unit is fully vacant**. If using a carpet cleaner not recommended by PMI James River, obtain approval to ensure the company guarantees its work.

Pets (mammals only)
If you had mammal pets/animals, you must (1) professionally treat all carpets for pet fluids/odors; and (2) professionally treat the home for fleas/ticks.

Receipts
Receipts for required professional services (cleaning, carpet, pet treatments, odor remediation, etc.) must be provided **at the time of surrender**. Receipts provided after surrender may not be accepted.

Report Damages (Optional but helpful)
If you're aware of anything not working or damaged, email a brief note to **info@pmijamesriver.com** as soon as possible. Early notice helps us plan the turn efficiently and may reduce contractor trips, potentially lowering costs that could otherwise impact your security deposit.

Move-Out Inspection
A move-out survey will occur within 72 hours of surrender. The home must be fully vacant. Residents may attend upon written request to info@pmijamesriver.com **at least five (5) days in advance of surrender**. Inspectors cannot comment on deposit outcomes; they only document the condition of the property. The inspector is not obliged to accommodate your schedule for inspection timing.

Showings
Your lease allows showings prior to move-out. If we exercise this option, we will coordinate with you to minimize disruption, but please:

- secure pets
- disable alarms 30 minutes before and after the showing
- direct any outside showing requests to PMI James River

Security Deposit Deductions
Allowable deductions (except normal wear and tear and items documented at move-in) include:

- Repairs
- Repainting
- Trash removal
- Cleaning
- Pet treatments
- Costs necessary to restore the home to pre-move-in condition

We sincerely appreciate your time as a resident and thank you for choosing PMI James River. We wish you all the best in your next home and future endeavors!

PMI James River

Summary Move-Out Checklist

Required

- ☐ Deep clean the entire home (see detailed checklist).
- ☐ Professionally steam-clean carpets (provide receipt).
- ☐ Eliminate odors and pests.
- ☐ Replace burned-out light bulbs, damaged blinds, drip pans, and other consumables.
- ☐ Mow lawn; trim edges, weeds, leaves; trim shrubs.
- ☐ Set thermostat to at least 60°F (Nov 1 – Apr 30) or 78°F (May 1 – Oct 31).
- ☐ Remove all trash and personal property inside and out.
- ☐ Secure all doors/windows; reinstall window screens.
- ☐ Return all keys/access devices/amenity passes.
- ☐ Provide forwarding address.
- ☐ Pay final utility bills and provide proof of zero balance.

If You Have Mammal Pets

- ☐ Professionally carpet treatment for pet fluids (receipt).
- ☐ Professional flea/tick treatment (receipt).
- ☐ Remove all pet waste indoors and outdoors.

DO NOT

- ☐ Do not overflow trash bins; arrange bulk pickup if needed.
- ☐ Do not patch, spackle, or touch-up paint unless you are certain it will match.
- ☐ Do not wash draperies (risk of damage).
- ☐ Do not turn off fridge or freezer.
- ☐ Do not use harsh chemicals that may damage finishes.

Move-Out Cleaning Checklist

A certain amount of cleaning is expected of you when you move out. Our goal is to refund 100% of your security deposit, and following this checklist will help you avoid unnecessary deductions for cleaning-related issues.

Please use this checklist to help ensure a smooth move-out and avoid unexpected charges. This list is a general guide only; each property has unique features, so some items may not apply. You are responsible for returning the home in the same or better condition as when you received it, regardless of whether a specific item appears on this checklist. Professional cleaning is the most reliable way to meet the required move-out standard.

All Rooms

_____ Remove all personal items, trash, and debris.
_____ Wipe/wash/scrub all walls and corners to remove marks, smudges, grease, and food stains.
_____ Brush all cobwebs from ceilings, walls, and corners.
_____ Clean all windows, windowsills, tracks, runners, seals, and frames.
_____ Clean and dust all window blinds and screens, ensuring cords are untangled.
_____ Clean all mirrors, light fixtures, and light covers.
_____ Wipe down all baseboards and trim.
_____ Clean and remove all fingerprints or other marks from switch plates and outlet covers.
_____ Sweep, mop, clean, and vacuum all non-carpeted floors, paying attention to grout and caulking.
_____ Wipe down and sanitize all handrails.
_____ Clean doors, doorknobs, door frames, and door casings.
_____ Clean out all closets and wipe out all drawers and shelves.
_____ Dust and clean ceiling fans, fan blades, air returns, and vent covers (floor and wall),
_____ Have all carpets professionally steam cleaned.
_____ Remove all hooks, nails, screws, and strips that you installed, including those on ceilings.
_____ If you have made any changes or alterations, including painting, you must restore it to its original condition unless otherwise agreed to. If your paint job is sub-standard, a professional painter will be hired to restore at your expense.

Additional Kitchen Instructions

_____ Do not use steel wool or harsh chemicals on any appliances. Use self-clean cycles, when available, according to manufacturer's instructions.
_____ Clean the range, oven, stovetop, and drip pans (including controls, panels, dials, and broiler pans). Remove and clean underneath burners and drip pans. Ensure no grease, dust, or dirt remain on sides or front. Ensure all traces of oven cleaner have been wiped away.
_____ Clean range hood, backsplash, exhaust fans, vent covers, and overhead lights. Filters can often be washed in the dishwasher – check manufacturer’s instructions. All these items should be free from grease and dirt.
_____ If spills have leaked behind the glass window of the oven door, it’s best to leave it for professional cleaning.
_____ Microwaves should be wiped down inside and outside, including the filter underneath. Interior should be sanitized and free of dirt, food, and grease.

_____ Dishwasher should be cleaned inside and outside, including the door and seals. The trap of the dishwasher must be cleaned thoroughly. After cleaning, run it empty in "sanitize" mode.
_____ Garbage disposal should be clean, free of debris, and deodorized. Run ice cubes, salt, and cold water through it.
_____ Clean outside and inside of fridges and freezers, including shelves, and drawers. Don't forget to clean under and behind drawers. Discard ALL food, remove all dirt and grease, and sanitize all shelves.
_____ Dust on top of the fridge and freezer.
_____ Empty ice from icemakers and turn off only the icemakers.
_____ DO NOT TURN OFF THE FRIDGE OR FREEZER.
_____ Dust and wipe down the exterior of every cabinet and drawer. Ensure no grease on exterior faces.
_____ Clean and sanitize the interior of each cabinet, drawer, shelf, pantry shelf, and cupboard and ensure that they are free of all dirt, food, dust, grease, hair, etc.
_____ Replace cabinet shelf liner if necessary.
_____ Clean and sanitize all countertops areas, ensuring they are grease-free.
_____ Sweep and mop floor, including underneath all movable appliances.
_____ Clean all sinks and their faucets; remove all stains.
_____ Scrub all walls (especially near trash can and around appliances); be careful not to damage paint.
_____ Shine all appliances, sink, and faucets.
_____ Spot-clean any glass.
_____ Clear any slow drains.

Additional Laundry & Utility Room Instructions
_____ Ensure laundry is free of dust, dirt, and debris.
_____ If a washer and/or dryer are present, clean inside and outside, around, and behind.
_____ Don't forget to clean the utility closet.
_____ Clean dryer lint trap.

Additional Bathrooms Instructions
_____ Clean vanities, cabinets, and countertops, including all shelves and drawers.
_____ Sinks and soap dishes should be scrubbed and disinfected to remove stains and soap scum.
_____ Bathtubs and showers must be scoured to remove any rings. Interior and walls should be cleaned, sanitized, and free of any mildew or mold. The tub must be clean and free of any soap residue.
_____ Toilet bowls must be scoured and sanitized with disinfectant. The exterior of the bowl including seat, rim, tank, and base must be scrubbed and sanitized with disinfectant. An old toothbrush works well for small crevices.
_____ Wipe down towel racks and fixtures and shine all faucets.
_____ Wipe down the exterior faces and top of all cabinets and drawers.
_____ All glass doors and mirrors should be cleaned with all water spots removed.
_____ Clear mildew from tiles/grout/caulk. This may take 2-3 cleanings; try using bleach or a dedicated mildew remover if mildew is persistent.
_____ Clear any slow drains.

Exterior & Grounds
_____ Remove all personal items, debris, trash, and garbage. If hauling is needed, please arrange for that; you will be charged for items left on the curb or in trash bins.

_____ Sweep and clean patios, porches, decks, walkways, and balconies.
_____ Lawn should be mowed, edges trimmed, weeds and leaves removed.
_____ Fill any holes in lawn that developed during tenancy with soil.
_____ Clean any new oil stains on driveway, parking spaces, or garage with an appropriate cleaner.

Miscellaneous

_____ Fireplaces must be broom-swept and free of ashes, wood, and debris. Also be sure to clean the hearth and mantle.
_____ All tools provided must be cleaned, including BBQ grills.
_____ Furnace, registers, and air returns are vacuumed out or wiped down, as applicable.
_____ Pick up all pet and animal waste, even if it's not your pet or animal, and place it in the proper trash receptacles.
_____ Do not overflow trash receptacles. If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
_____ Do not overflow trash receptacles. If you have trash that exceeds the normal pickup, you are to arrange
_____ Clear attic, garage, storage spaces, sheds, and crawl spaces of any personal belongings or garbage.
_____ Replace batteries in smoke detectors and carbon monoxide alarms if necessary.