

Residential Move-Out Instructions

Dear Resident,

As you approach the end of your lease term, we want to ensure a smooth and hassle-free move-out process for you. We understand this can be a busy time, so we've outlined important reminders below to help you transition seamlessly. Our goal is for you to leave the home in excellent condition and maximize the return of your security deposit. If you have any questions, please don't hesitate to contact our office.

Keys and Access Devices

Leases typically end at **12:00 PM** on the final day of the lease term; see your lease for specific details. All keys and access devices must be returned **on or before** the lease ends. Since our team operates remotely, please **schedule a key drop-off in advance** to ensure we're available to receive them. **Prior written approval is required for residents who wish to leave keys at the property.**

Utilities

Please contact your utility providers to schedule service termination to be effective on the day after your lease ends. If you vacate early, utilities **must remain active** through your entire lease term. We recommend that you provide PMI James River with written confirmation of final utility invoice payment as soon as possible to avoid utility-related security deposit withholdings as allowable under law.

Cleaning

You must return the property in at least the same good condition as when you moved in, reasonable wear and tear excepted. **Inadequate cleaning is never considered normal wear and tear.** To ensure no cleaning duties are missed, please refer to the **Move-Out Cleaning Checklist** provided below. If PMI James River determines more cleaning is required after moving out, you will be charged reasonable cleaning charges. PMI James River recommends hiring a professional cleaning company to do the cleaning; ask them specifically for a **DEEP CLEANING**. You're welcome to contact PMI James River for a recommendation on a carpet cleaner. If hired directly, residents will be responsible for any cleaning tasks missed by such a company.

Note that during the move-out you should remove all personal belongings and items from the property. Do not pile up trash, furniture, etc., in the alley/street/burb. The city/county will not take them without prior arrangements, and we will have to charge you if we must haul it away.

Carpet Cleaning

Professional steam-cleaning of all carpets is required at move-out. Do NOT rent carpet-cleaning machines, use home cleaning machines, or hire a chemical cleaning company to clean the carpet. Only professional truck-mounted steam-cleaning from a reputable company is accepted. Schedule carpet cleaning for after the unit is completely vacated and provide a paid receipt when returning possession of the unit.

You're welcome to contact PMI James River for a recommendation on a carpet cleaner. If you hire another carpet cleaner, PMI James River will need to approve the cleaning company first to ensure the carpet cleaner guarantees their work to the satisfaction of PMI James River.

Additional Cleaning for Pets and Animals

If mammals were kept as pets or animals, you must, additionally: (i) **professionally treat carpets** for pet fluids (urine, vomit, blood, odors, etc.); and (ii) professionally **treat the property** for fleas and ticks. Provide **paid receipts** for both services when returning possession of the unit.

Move-Out Inspection

PMI James River will perform a move-out inspection soon after the unit is vacated. The home **must be fully vacated and ready for turnover** at the time of this inspection. Please let us know if you wish to be present during this inspection so that we can schedule a suitable time.

Showings

While we try to avoid showing occupied homes, your lease allows us to conduct them. We'll do our best to accommodate your schedule and ensure minimal disruption. If a showing is scheduled, please **secure your pets/animals** ahead of time and **deactivate security systems** for a **30-minute window before and after** the showing. If anyone contacts you directly requesting to see the home, **do not grant access**—refer them to us.

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!

Summary Move-Out Checklist

Upon lease termination, complete the following move-out tasks:

- ☐ Thoroughly clean the entire unit, all rooms, all appliances, and all fixtures.
- ☐ Professionally steam-clean all carpets and provide receipts to PMI James River.
- ☐ Eliminate all odors, household insects, and pests from interior of unit.
- ☐ Ensure all fixtures and devices are in working order and consumables (e.g. light bulbs, batteries) replaced where needed.
- ☐ Refresh the exterior: Mow the lawn, trim edges, remove weeds, trim shrubs.
- ☐ Replace filters: HVAC filters, refrigerator water filters, and water filtration filters. Provide receipts or other evidence that these tasks were completed.
- ☐ Set the thermostat: between November 1 – April 30, heat must be set to at least 55°F; between May 1 – October 31, air conditioning must be set to 78°F.
- ☐ Report any necessary repairs, no matter how small, via the portal.
- ☐ Vacate the unit and remove all personal property, trash, and debris, inside and outside.
- ☐ Secure all door locks and windows before departure. Put screens back on windows.
- ☐ Return all keys and access devices provided and any community amenities.
- ☐ Provide a forwarding address for the return of your Security Deposit balance.
- ☐ Pay all outstanding utility bills and schedule service disconnection for after the lease end date. Provide proof of final utility payments.

Additional Responsibilities for Residents with Mammal Pets/Animals:

- ☐ Professionally treat all carpets for pet fluids (urine, vomit, blood, odors, etc.); provided a paid receipt to PMI James River.
- ☐ Professionally treat the unit for fleas and ticks; provided a paid receipt to PMI James River.
- ☐ Remove all pet/animal waste, both inside and outside the unit, and dispose of it properly.

DO NOT:

- ☐ Do not overflow trash receptacles. If you have trash that exceeds the normal pickup, arrange to have it hauled away at your expense.
- ☐ Do not spackle, putty, or touch up paint unless you're sure the paint will match. If the job isn't done to our satisfaction, we will charge you for the redo.
- ☐ Do not wash draperies. If you have caused excessive soil or allowed water damage from open windows, the draperies may require replacement.
- ☐ It's best to leave holes as-is. Holes larger than a small nail hole will require professional repair. If you attempt to patch and spot-paint and the job isn't done to our satisfaction, we will charge you for the redo.

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 as a **guideline** to ensure a smooth move-out process. Since each property has unique features, some items on this checklist may not apply. You are responsible for returning all areas of the home in at least the same condition in which you received them, even if they are not specifically listed below. As a reminder, getting the property professionally cleaned is the quickest and easiest way to get it to the required 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.
- ☐ Remove 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. Do not use harsh chemicals on the blinds that may cause damage.
- ☐ 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, and around 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, and strips that you installed.
- ☐ Holes larger than a small nail hole but smaller than a dime in walls should be filled with spackle and the wall wiped clean of excess spackle. Do NOT fill small nail holes. If there are any large holes, such as from wall anchors, the holes will need to be patched and the entire wall painted.

Kitchen

- ☐ 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. Interior should be sanitized and free of dirt, food, and grease.
- _____ Dishwasher should be cleaned inside and outside, including around the door seal. 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.
- _____ Clean outside and inside of fridges and freezers, including shelves, drawers, and under crisper 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.
- _____ Clean and sanitize all countertops areas, ensuring they are grease-free.
- _____ Sweep and mop floor 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.

Laundry & Utility Room

- _____ 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.

Bathrooms

- _____ 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.
- _____ Unclog 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.
- _____ The garage floor must be swept clean.

Miscellaneous

- _____ Fireplaces must be broom-swept and free of ashes, wood, and debris.
- _____ 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.

ESTIMATED MOVE-OUT CHARGES

Below are the **estimated charges** for tasks often required when residents do not follow the move-out checklist. Please note that these are generalized **baseline estimates**; actual costs may be higher depending on the actual item provided, market rates at the time, and scope of work needed. We do make reasonable allowances for **wear and tear**.

CLEANING	
Carpet cleaning	\$400
Trash removal (per load)	\$500
House cleaning	\$400
Fireplace cleaning	\$250
Duct Cleaning	\$450
Removing odors (smoking, pets, etc.)	\$1,000

FLOORING	
Replace carpet (per room)	\$700
Replace floor tile (each)	\$75
Replace vinyl (per room)	\$1,500
Replace LVP (per room)	\$1,500

WALLS	
Repair hole < 1"	\$100
Repair hole > 1"	\$350
Repaint (per wall or ceiling)	\$200

DOORS	
Repair hole in door	\$100
Repair forced door damage	\$100
Replace interior door	\$300
Replace exterior door	\$1,000
Repair screen door	\$100
Replace screen door	\$250

ELECTRICAL	
Replace light bulb	\$15
Replace light fixture	\$100
Replace ceiling fan	\$300
Replace switch plate	\$10
Repair thermostat	\$250
Replace stove knob	\$45
Replace furnace filters	\$30

PLUMBING	
Replace faucet	\$275
Replace aerator	\$75
Replace shower head	\$75
Replace toilet tank lid	\$75
Repair toilet seat	\$50

WINDOWS & COVERINGS	
Replace blind	\$75
Replace window screen	\$75
Replace window pane (single)	\$100
Replace window pane (double)	\$150

LOCKS & REMOTES	
Replace key	\$20
Replace interior door handle	\$30
Replace exterior door lock	\$100
Replace remote/fob	\$100
Replace lockbox	\$50

MISCELLANEOUS	
Replace fridge shelf	\$100
Replace drip pan	\$35
Replace batteries	\$10
Replace vanity mirror	\$150
Replace medicine cabinet	\$300
Replace towel bar	\$100
Replace toilet paper holder	\$50
Pest control	\$400
Cut grass	\$200
Weed beds	\$300
Repair hole in yard	\$50
Repair fence	\$500
Replace furnace filters	\$30

