

Move Out FAQ

IF YOU HAVE AUTO-PAY SET UP, BE SURE TO CANCEL IT.

Do I need to schedule a move out walkthrough with WPM? No. WPM conducts the walkthrough independently after you have dropped keys with us.

Do I need to deliver keys to WPM? Yes. It is vital that keys are provided to us once you are completely out of the rental. This signifies you are ready for us to do the walkthrough and starts the 21 day clock relative to processing your deposit.

Can I deliver keys after hours? Yes. If you are dropping keys outside of business hours, be sure the keys are marked with the rental address and dropped in our night drop. The night drop is located at the bottom of the stairs on the wall off from the parking lot (brown box marked “Windermere Property Management”).

Through what date do I owe rent and utilities? Rent and utilities will be charged through the later of *the date your lease expires or the date we receive the keys from you, provided, however, you are not *breaking your lease. Transferring utilities out of your name prior to said date will significantly delay processing your deposit. *If you are breaking your lease, you owe rent and utilities through the date your lease expires or the date we are able to move in a new tenant, whichever occurs first, regardless of what date you drop keys with us. You will also owe a break lease fee of ½ month’s rent.

How well do I need to clean? Attached for your convenience are our cleaning guidelines.

How long does it take to process my deposit? You will receive one of the following within 21 days of dropping keys with us: deposit refund check; notice stating amount owing (if charges are in excess of your deposit); or a notice stating why there is a delay in processing your deposit. If you dispute any charges applied to your deposit, you will need to submit your dispute in writing which can be done via email, mail or fax. Be sure to provide us with a forwarding address on or before the date you drop keys with us. Absent this information, the deposit will be sent to your last known address.

Can I turn off the AC if moving in the summer or the heat if moving in the winter? If you are vacating during the summer months, please leave the AC set to a minimum of 80 degrees. If you are vacating during the winter months, be sure to leave the thermostat set at a minimum of 55 degrees to avoid frozen pipes and the resulting damage.

What happens if I leave items behind? Be sure to remove all household furniture, furnishings, personal effects and garbage. There is a minimum disposal charge of \$150 to remove anything left behind, regardless of how minimal. The storage fee for furniture and furnishings is \$10 per day. We are required by state law to retain furniture and furnishings with a value of \$50 or less up to 7 days and value of over \$50 up to 45 days. We will dispose of the furniture and furnishings after the applicable waiting period unless arrangements are made for you to pay the storage fee and pick up the items. Items left in your unit requiring storage may delay the settlement of your security deposit.



GENERAL MAINTENANCE & CLEANING

Lack of thorough cleaning and general maintenance are the most common causes of security deposit deductions (they are all important but we've highlighted those items most often missed). If you follow these basic instructions, you can avoid and/or minimize deductions from your security deposit.

Cleaning is charged at the rate of \$42/hour. Yardwork is charged at the rate of \$42/hour. General maintenance is charged at the rate of \$49/hour. There is a minimum fee of \$150 for removing items left behind in a rental, no matter how minimal.

Exterior of Unit:

- Lawns and grounds weeded and mowed, if applicable
- Remove all trash and debris from the house and yard.
- Clean all storage areas, driveway, garages/carports, stairwells, window wells. These areas must be left free of leaves and other clogging materials.
- Sweep porch, patio, deck, breezeway and garage.
- Remove cobwebs from around entryways.
- Remove dish service equipment (dish itself and pole)

General Maintenance:

- ◆ Electrical Breakers: Leave all the breakers on.
- ◆ Doors/Windows: Make sure all doors and windows are locked.
- ◆ Furnace Filter: Be sure to check your furnace filter, if applicable (please refer to your Rental Agreement to see if you are responsible for the furnace filter).
- ◆ Bulbs: Be sure to replace and burnt out bulbs with the appropriate style for the fixture.
- ◆ Batteries: Be sure that smoke detectors and co detectors have working batteries.

General Cleaning (do not use abrasive cleaners anywhere):

- ◆ Remove all trash, debris and personal property
- ◆ Wipe all woodwork.
- ◆ Remove fingerprints from light switch plates, door frames and walls in heavy traffic areas.
- ◆ Wipe out all drawers and cupboards. Thoroughly clean counter tops.
- ◆ Dust blinds, window sills and tracks. If mold and mildew have developed, it must be removed.
- ◆ Check ceiling areas and corners for cobwebs.
- ◆ Thoroughly vacuum carpets (do not shampoo)
- ◆ Thoroughly clean all hard flooring. Wipe all baseboards and under cabinets.
- ◆ Clean shelves and floors of closets
- ◆ Dust shelves and light fixtures
- ◆ Clean the fireplace and all fireplace equipment.
- ◆ Clean all other items and areas that are unique to your unit and not already mentioned

GENERAL MAINTENANCE & CLEANING (Cont.)

Bathroom:

- ◆ Clean bathtub, tile around tub, doors, and polish hardware
- ◆ Clean toilet. Be sure to check around the base of the toilet.
- ◆ Clean shower inside and out, making sure there is not a ring.
- ◆ Clean bathroom sink and wipe down mirrors
- ◆ Clean medicine cabinet
- ◆ Remove dust debris from fan

Kitchen:

- ◆ Wash off cabinets, wipe out drawers and shelves
- ◆ Clean sink and counters, and under sink
- ◆ Clean light fixtures, dishwasher, and oven hood
- ◆ Scrub and wipe down built-in microwave

Refrigerator (DO NOT TURN OFF OR UNPLUG THE FRIDGE):

- ◆ Clean all surfaces and areas.
- ◆ Clean outside surfaces
- ◆ Defrost and wipe out freezer.

Stove:

- ◆ Clean all inside surfaces of oven with oven cleaner including rack and/or self-clean system if stove is equipped (do not use oven cleaner on continuous cleaning ovens).
- ◆ Clean burner stove pans and rings. If they do not come clean, replace them with new stove pans.
- ◆ Clean oven drawer
- ◆ Clean fan filter over stove

Misc:

- ◆ Electrical Breakers: Leave all the breakers on.
- ◆ Doors/Windows: Make sure all doors and windows are locked.