

Primary Move Out Guidelines

Plan Ahead:

- A "walk through" of the property prior to Move Out with a DPM representative is not necessary.
 - A Move Out Inspection will be conducted within three 3 business days following receipt of your keys or surrender of the property.
 - FAIR WEAR AND TEAR OF THE PROPERTY will be taken into consideration when the inspection is evaluated.
 - Per office policy these inspections are conducted independently, without Tenants or Homeowners present.
- If you turn in keys before your Lease End Date, you are surrendering the property.
 - However, even if keys are turned in early, tenants are still responsible for all lease terms through the Lease End Date.
- Leave all utilities on for 3 business days following key return or surrender of the property.
 - This is necessary to fully inspect the property. If utilities are disconnected early, you will be charged a fee - per utility disconnected (Lease Section 1.21.)
- Provide your Forwarding Address to DPM.
- Set up mail forwarding with the US Postal Service.
- Update any Auto Payments for Disciple Property Management, so your bank account or credit card does not continue to be charged.
 - Sorry! DPM cannot do this for you.
- Plan to leave no trash or recycling behind at the property, please, even in the exterior bin. (Not applicable if the residence utilizes a community dumpster.)
 - DPM unfortunately cannot be responsible for getting your trashcan to the street for pick-up.
- All HVAC air filters must be new, and the fridge water filter (if part of the fridge) must not be expired.
- A professional flea treatment IS REQUIRED if you have an animal - indoor or outdoor.
 - Please schedule directly with Preferred Pest Control (912-236-5135).
 - Schedule service in advance of your move out, to allow the treatment to work most effectively.
 - Please provide your receipt when keys are returned or leave it on your kitchen counter.
 - The cost of the Professional Flea Treatment may be charged through your Tenant Portal at the time your move out notice is received.
- If your rental home has carpet, professional carpet cleaning is required.
 - Schedule well ahead of time for carpet cleaning.
 - Professional Carpet Cleaning Options are listed later in this document.
 - Include your carpet cleaning receipt when keys are returned, or leave it on your kitchen counter.
 - Carpet cleaning receipt must include a printed business name or the business' professional email address.
- IF you DO NOT wish to use Professional House Cleaning Vendors for the house cleaning:
 - Reference the [Detailed Move Out Cleaning & Expectations Checklist](#) for clear expectations.
- IF you wish to use Professional House Cleaning Vendors (NOT the same as Carpet Cleaning):
 - Professional House Cleaning Options are listed later in this document.
 - STILL refer to [Detailed Move Out Cleaning & Expectations Checklist](#) for clear expectations.

The Day of Your Move Out:

- Lock the home, including all exterior doors and windows.
- Dump any ice from the icemaker, and turn it to the OFF position.
- If Landscaping is a Tenant responsibility for your rental property, leave the yard mowed, edged, raked, shrubs trimmed, weed-eated, etc., & driveway and walkways swept or blown off, per your Lease terms.

- Leave the home clean, free of trash and personal belongings, and in good condition.
 - Professional cleaning recommendations can be found later in this document, OR room-by-room expectations can be found in the [Detailed Move Out Cleaning Checklist](#).
- RETURN to the DPM Office:
 - All keys, labeled.
 - All receipts (Professional Flea Treatment if you have animals & Professional Carpet Cleaning if the rental home has carpet). Otherwise, leave them on the kitchen counter.
 - Please DO NOT bring any remotes, amenity cards, fobs, etc. to the DPM Office.
 - Leave those on your kitchen counter, to be accounted for at the Move Out Inspection.

What Happens After Your Move Out:

- A Move Out Inspection will take place within 3 business days of the property being surrendered.
 - This inspection will be emailed to the Tenant email addresses on file.
 - This inspection documents the condition of the property as-it-is at the time of the inspection.
 - Issues documented at the Inspection are NOT NECESSARILY Tenant responsibility, as the inspector does not know preexisting conditions at the property, nor do they determine fair wear and tear.
 - DPM then contrasts the Move Out Inspection with the Move In Inspection, also taking into account allowable fair wear and tear, and any Maintenance issues that impacted the property during the Lease.
 - This information is all used to create the Move Out Statement, which specifies any Tenant responsibility charges.
- The Move Out Statement will be emailed and mailed (if a forwarding address has been provided) within 3 business days of the property being surrendered.
 - It will include a tentative list of any Tenant responsibility issues, with the estimated dollar value of each issue.
 - Tenants may Accept or Disagree with the Move Out Statement findings.
 - Directions are included in the Move Out Statement of how to proceed if you disagree with the findings.
- IF actual costs of Tenant responsibility charges are different from the estimates on the Move Out Statement, an Amended Move Out Statement will be issued showing any adjustments.
- The Security Deposit will be processed within 30 days of the first (1st) full business day following the property being surrendered to DPM.
 - For more specifics about deductions from or the return of the Security Deposit, see Lease Section 2.24 "Security Deposit."

Professional Cleaning Options:

- Recommended Professional House Cleaning Vendors (Not the same as Carpet Cleaning Vendors):
 - Little Lady Cleaning Co - (912) 202-4629
 - Maple-Lou's Cleaning Services LLC - (912) 677-2719
 - Crystal Clear Cleaning Company - 912-898-0050 (Does not service Richmond Hill)
- Recommended Professional Carpet Cleaning Vendors for Carpet:
 - Stricks Carpet Cleaning - 912- 532-9352 (Caters to Hinesville, Midway and Richmond Hill area)
 - Tri Star Carpet Cleaning - 912-884-4090
 - Crystal Clear Cleaning Company - 912-898-0050 (Does Not Service Richmond Hill)

DPM loves refunding a Tenant's WHOLE Security Deposit! You get your money back and DPM gets back a property in good condition that can be re-rented quickly to the next wonderful resident! *So please, honor your Lease, follow these Guidelines and the [Cleaning list](#), and be careful hiring cleaners based on low rates only. Many do an inferior job, which means after Move Out a trusted vendor will have to be hired, and the cost of the additional service deducted from your Security Deposit. Help us help you get your full Security Deposit back! And thanks again for renting with DPM!*