

### MOVE OUT PROCESS FOR ONSITE MANAGER

This document provides each onsite manager with a step by step breakdown of the tasks that need to be done to do a proper move-out. Email Eric with any questions or concerns.

1. Tenant's move out notice need to be **written and received 20 or more days** prior to the end of the rental month. If they are less than the required 20 day timeline and still wish to move out, they are legally required to fulfill the next month's rent. No exceptions.
2. **Immediately notify Dustin and Eric when you receive a move out notice.** They will instruct you on next steps. Notify DPM of any work, renovations, damage repairs and painting that may be needed so we can schedule the work orders in order to minimize the number of days vacant.
3. **Notify Dustin of the rental property's availability date and any other circumstances applicable for turn-over.** New pictures of the unit should be taken if possible for marketing purposes. Inform current tenant that we may be scheduling viewings while they are still occupying the unit and that this is legal within the 20 days with 24 hour notice. You will not be able to move in new tenant in Appfolio until you have given old tenant a proper move out date.
4. Schedule to do move out inspection, key collection, getting forwarding address, etc. with tenant. If possible, make this date a few days prior to actual move out date but unit must be totally vacant.
5. **Inform tenant to cancel all of their utilities by their actual move out date and get confirmation of completion.** Vacant days will be paid for by DPM. New tenants should set up utilities to start service under their name on their actual move in date.
6. Once move out inspection is completed (with move-in and move-out forms signed), call Dustin or Eric to **determine if there needs to be any security deposit charges.**
7. If above is completed, go into Appfolio and first make sure that tenant moving out has a correct ledger (no incorrect payments or charges shown). **Ideally this should be 0.** In Appfolio, go to tenant's page, under tasks select "Move Out Tenants".
8. Choose all of the correct dates and deductions and get all the way to the disposition letter section. Please print this letter 3 times and send one to tenant, put one in tenant file, and mail one to Dustin and Eric at office. Also notify Dustin or Eric at this point so that we can print refund check to tenant with the address you were given at move out. **We only have 14 days legally, to get old tenants deposit money back to them.**
9. Once unit is vacant, make sure any and all work orders are scheduled and confirmed (maintenance, renovations, painting, carpet cleaning and general cleaning). This should be done as soon as possible for proper move in of new tenants. **Goal is to turn over apartments in 5 days.**
10. **Please refer tenant to the "Instructions to vacate rental property" for optimal move-out requirements.**
11. Helpful names and numbers:  
Carpet cleaning (always required regardless of condition) King Cleaning # 425-228-2460