



## S&D Real Estate Services Showing Instructions and Move –Out Procedures

### SHOWING INSTRUCTIONS

Your lease agreement authorizes S&D Real Estate Services to show the property for rent the last 30 days of your lease. We may place a sign in the yard. We will place a lockbox on the property and begin showing the property to prospective residents.

If you cannot be present at the time of showing, we will use our key in the key box.

#### **Important!**

Do not allow any prospective residents in your home unless they are accompanied by their real estate agent.

#### **What is a lockbox?**

A lockbox is a locked container in which a key to the property is placed. The lockbox can be opened with a special combination thereby enabling S&D Real Estate Services representatives and cooperating brokers to gain access to the property.

#### **Am I required to have a lockbox?**

You may withdraw your authorization to allow a lockbox on the Property by providing written notice to S&D Real Estate Services and **paying the Landlord a fee of 1 month's rent** as consideration for the withdrawal. S&D Real Estate Services will remove the key box within a reasonable time after receipt of the notice of withdrawal and payment of the required fee. *← Removal of the lockbox does not alleviate your obligation to make the property available for showings. (Paragraph 14 of Lease Agreement)*

#### **What is Centralized Showing Service (CSS)?** Our

showing service records who is showing your house and will notify you beforehand. We will give you a courtesy call to inform you of each showing; however, even if you cannot be contacted, the house will be shown. In addition, We will record if you deny or cancel showings.

*In order to be properly notified, please make sure we have your preferred number.*

← Do not lock the keyless deadbolt on the front door.

← If you use a **security system**, call the office to confirm that we have the **correct security code**.

← Secure your pets or remove them from the property if they would interfere or prohibit showings.

#### **When will I be charged a \$50 fine?**

- If you deny a showing
- If you cancel a showing
- If the property is inaccessible for a showing
- If your pets prevent or prohibit a showing

#### **How will I lose my security deposit?**

- If you fail to keep the property presentable for a showing
- If you fail to allow reasonable showings.

## PREPARING FOR MOVE-OUT



*\*As you prepare for move out, your lease agreement requires that you leave the property in a clean and undamaged condition.*

1. You must provide the office a complete forwarding address.
2. All keys, garage door openers and gate remotes, etc. must be turned in by the expiration date of the lease agreement or *pro-rated rent will be charged daily* until they are turned in.

Post Office keys: If mailbox keys were originally issued by the Post Office, should be turned in to the Post Office with a change of address notice.


3. We will conduct a final move-out inspection after *all furnishings have been removed and all CLEANING completed* and the *keys are turned in* to S&D Real Estate Services. The purpose of the final move out inspection is to document the condition in which you leave the property.

**We will send out a photographer to do move-out pictures. He/She will not be able to tell you what charges will or will not be charged against your security deposit.**

If you wish to be present during the move-out inspection, please call us 5 days in advance of your desired inspection date to schedule an appointment. Move-out inspections are preformed *Monday through Friday, between 10am and 4pm*, except on holidays. If the property is not ready for inspection at the appointed time and the inspector is required to make another trip or appointment, you will be charged \$75.

The property manager will compare the move-in pictures with the move-out pictures and with your move-in check list along with the reports from the maintenance personnel after you move-out to determine if will be are any charges against your security deposit. Remember they cannot tell you what charges you will or will not be charged against your security deposit. They are only there to document the condition of the property.

4. Utilities must be on during the inspection. If the Utilities are not on for the move-out inspection, tenants will be charged a \$75 trip charge. Any delays caused by the Utilities not being turned on will delay the return of you security deposit and the charges incurred for utilities will be deducted from your deposit.
5. Tenants are not permitted back on the property after vacating.
6. Call utility companies and arrange for final readings.  
*Remember: Utilities must be left on for the move-out inspection.*



The following suggestions and helpful reminders are listed to ensure the maximum return of your security deposit. Please use this checklist as a guideline for preparing your house for the move out inspection.

The condition of the property will be evaluated according to, but not limited to, the following:

## INSIDE THE HOUSE



1. Remove all personal belongings from the premises.
2. Remove all nails – **PATCH, SPACKLE AND SPOT PAINT NAIL HOLES**, or touch up paint. *If you paint and it does not match or if you do a poor job of filling holes, you will be charged for necessary painting to match the existing paint or to redo spackling.*

Charges for painting depend on length of time in the property and whether it exceeds normal wear and tear.

3. **HAVE CARPETS PROFESSIONALLY CLEANED** at the time of move-out. This must be done *after* you have completely removed all your belongings and vacated the property. A receipt from a professional carpet cleaning company must be provided to us when you turn in your keys.

*DO NOT rent machines from a store or use home cleaning machines. Only professional cleaning by a truck mount company is acceptable. Be sure to have any spot treatments or pet treatments done as needed. If any odors or pet odors resurface after you have vacated the property you are responsible for charges incurred to remove the odor.*

If you hire a carpet cleaner other than the ones we recommend, **BE SURE** the carpet cleaner will guarantee their work to S&D Real Estate Services standards/satisfaction.

Please be sure to let them know that you rent from S&D Real Estate Services and ask for any possible discounts.


*If the cleaning is not done to our standards, tenants will be charged for any additional expense.*

4. Clean vinyl, wood and/or tile flooring including grout. Clean and dust all base boards.
5. Be sure to clean or replace air conditioner filters with pleated filters (must be correct size) as you vacate the property. HVAC and water heater enclosures should be vacuumed.
6. Walls, baseboards and ceiling must be cleaned and free of cobwebs and lint and spot clean walls as necessary.
7. Clean fireplace, hearth and mantle. Remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing. If you have used the fireplace, you are required to have it inspected, and, if needed, cleaned by a certified chimney sweep.
8. Clean ALL wall switch plates and outlet covers.
9. Clean ALL windows inside and out, clean window sills, mini-blinds and vertical slats thoroughly. *Be careful not to bend or damage the slats when cleaning.*

10. Clean mirrors, windows and sliding glass doors with glass cleaner. Also clean window and sliding glass door tracks.
11. Clean ceiling fans and light fixtures:
  - A. Replace burned out or missing light bulbs. Be sure to use the correct wattage and type.
  - B. Replace broken globes.
  - C. Make sure the ceiling fan blades including the top and light kits are clean.
  - D. Check the ceiling surrounding all fans. Often dust has gathered by the fans and adheres to the ceiling. One of the easiest ways to clean this is to lightly sweep the ceiling with a broom.
12. Smoke alarms must be operative. Replace batteries as necessary.
13. Clean ALL closets, storage spaces and shelving. Make sure that they are free of dust, spider webs and miscellaneous debris.
14. Clean kitchen appliances *inside and out*, replace burned-out appliance light bulbs:
  - A. Clean oven, stove and *under* drip pans.  
*If the drip pans and rings on the range are not clean and in like-new condition, it would be more economical for you to replace them yourself, rather than to be charged for them. Foil covering drip pans is not acceptable.*
  - B. Clean oven/range hood vent including filter.
  - C. Wash out refrigerator and compartments, including freezer.  
*Don't forget to wash off the top exterior of the refrigerator and clean the rubber gasket around refrigerator and freezer door. Clean bottom vent.*
  - D. Clean dishwasher. *Run empty dishwasher* one last time. Use the normal amount of soap you would use for a full load. Wipe down the gasket, the door, and the surrounding areas.
  - E. Be sure garbage disposal is clean and free of debris. (Do not use fingers to check)
  - F. Return or replace sink stoppers.
  - G. All countertops, cabinets and drawers must be cleaned.
  - H. Thoroughly clean and wipe the *inside* and *outside* of all cabinets.
  - I. Thoroughly clean and wipe the *inside* of all cabinet drawers and shelves.
  - J. Clean sinks, and faucets. Make sure that they are *free of stains, scale and rust.*
15. Clean Bathrooms:
  - A. Clean countertops, sink(s), soap dishes, tiles, fixtures, tub and/or showers. Be certain they are free of *mold, mildew, soap scum, scale and rust.*  
*⇐ Do not use scouring power to clean acrylic or fiberglass tubs. It will ruin the finish.*
  - B. Clean mirrors, light fixtures and medicine cabinets.
  - C. Thoroughly clean and wipe the *inside* and *outside* of all cabinets.
  - D. Thoroughly clean and wipe the *inside* of all cabinet drawers and shelves.
  - E. Clean toilets *inside* and *out* and *remove* all lime deposits. Clean toilet seat surfaces, top and bottom.
  - F. Mop or vacuum flooring.

## OUTSIDE THE HOUSE



1. Mow, edge and water the lawn. Trim or prune trees and shrubs. Remove all trash and debris. Clean Gutters free of debris.
2. Pick up and dispose of any animal droppings.
3. Remove all trash and garbage from the premises, *including curbside.*  
*If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away.*
4. Replace damaged screens and windows.
5. Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.
6. Repair pet damage and treat for fleas, ticks, and etc.
7. Clean outdoor  
Replace burned  
bulbs.  light globe(s).  
out or missing light

⇐ *If you clean your house and it does **not pass inspection** you will be charged for additional cleaning.*

⇐ If only a few items are missed, you will be **charged per item.** Prices are listed below.

⇐ If more than a few items are missed, you will be charged for a full “Make-Ready Clean”, which costs **\$200-\$300.**

## OR... GET YOUR HOME PROFESSIONALLY CLEANED

Our experience has been that after the work and stress of moving out, tenants may be too tired to clean the house. We recommend considering a professional cleaning company.

You are certainly free to choose any company or use our recommended companies. For a list of approved companies, please email [info@mylakelandhome.com](mailto:info@mylakelandhome.com). Make sure to inform them that this is a “Make Ready Clean” and that you are a tenant of S&D Real Estate Services if you use our recommended vendor, they will guarantee their work.

If you hire a professional cleaning service you should provide them a list of what we expect and oversee and inspect their work. Confirm with the company you hire that they will clean the home to S&D Real Estate Services standards and guarantee their work.

# RENTAL VERIFICATIONS



We often receive requests from mortgage companies and other landlords wanting a rental verification of a tenant's rental history. Usually they want this information filled out and returned to them immediately. We are happy to comply.

## POSSIBLE CHARGES TO SECURITY DEPOSIT

### GENERAL CLEANING CHARGES:

Bathtub	\$30
Carpet	\$200+
Ceiling Fans	\$25+
Counters/Cabinets	\$10 each
Dishwasher	\$25
Drawers	\$5+ each
Fireplace	\$35+
<i>Does not include chimney</i>	
Floors	\$30+
Freezer	\$20
Furniture Removal	\$100+
Garage	\$50+
Mini-Blinds	\$40+
each	
Mirrors	\$5 each
Oven or Stove	\$75+
Patio	\$25+
Refrigerator	\$50+
Sinks	\$10+
each	
Sliding Glass Door	\$25+
Toilet	\$30+
Trash Removal: Exterior	\$75
Trash Removal: Interior	\$75
Vent Hood	\$35+
Vertical Blinds	\$35
Walls (per wall)	\$35+
Windows and Tracks	\$20+
each	

### DAMAGE/REPLACEMENT CHARGES:

Battery for Smoke Alarm	\$10+
Blind Wand	\$5+
Door Replacement	\$100+
Drip Pans (all 4)	\$45
Light Bulbs - Specialty	\$15+/each
Light Bulbs- Normal	\$5+/each
Light Fixtures	\$100+
Light Globes	\$25
Mini-Blinds	\$40+
Oven Rack	\$30+
Reinstall Doors on Track	\$30+
Screens	\$35+
Switch Plates	\$5+
Toilet Seat	\$40+
Tub stopper/Drain covers	\$15+ each
Vertical Blinds	\$100
Vertical Slats	\$15 each
Window	\$200+

### **Service call / Trip Charge \$50**

*These minimum charges are subject to change at any time without notice.*

### COST AND LABOR WILL BE CHARGED FOR:

Counter Repair	Carpet Replacement
Vinyl Replacement	Drywall Repair
Painting	Mow and Trim Lawn
Trim Shrubs	Trim Trees



## LAST STEPS

1. Follow the above listed instructions carefully to avoid charges against your security deposit.
2. If the house does not meet the prerequisites after the inspection, applicable charges will be made with no exceptions.
3. Tenants are not permitted back on the property after vacating.
4. Secure the property upon vacating. Close and lock all windows and doors.
5. Do not lock keyless deadbolts.
6. Turn in all keys and garage remotes and gate remotes, etc.

*Please do not plan on receiving your Security Deposit in less than 30 days after fulfilling the terms of your lease agreement. Security Deposit will be mailed to the forwarding address left with the office.*  
**Refunds cannot be picked up in person.**

Thank you for your cooperation.  
S&D Real Estate Services