



FAQs: The Move-Out Process

Q: I am moving out soon...what things do I need to do to receive my full security deposit back?

A: We advise that you remove all personal belongings and clean the house thoroughly including:

- Professional-quality carpet cleaning
- Wood floors swept and clean
- Linoleum & Tile floors swept and mopped
- Bathroom(s) cleaned and disinfected
- Kitchen counter clean
- Kitchen floors cleaned and mopped
- All cabinets and drawers need to be clean and disinfected
- Walls, doors, molding in the same condition as move in
- Anything broken during your stay needs to be fixed before the move out inspection (e.g. lights, bathroom fixtures, kitchen fixtures, etc...)
- Replace blown out light bulbs
- Garage swept and clean
- All garbage removed from premises
- All keys, garage door openers, and pool/tennis court keys must be returned in an envelope at move out
- All ceiling fans and light fixtures in same working condition
- Utilities need to be on during the inspection. You may turn them off after the inspection has been completed
- Appliances must be thoroughly cleaned
- Lawn cut and shrubs trimmed

You should COMPARE the current condition of your home to the condition the home was delivered to you in when you moved in. The best way to accomplish this is to review your "Move-In" inspection report to refresh your memory of the original condition at "move-in."

After the Post-Vacancy Inspection is completed, you will receive a Property Condition Overview letter within three (3) days of the inspection which summarizes the inspection findings and identifying any deficiencies that you may be responsible for as well as a range of costs to correct these deficiencies, if any.

Disclaimer: The lease agreement is the legal agreement between the resident and the property owner and this document does not replace or supersede that agreement. Please refer to your lease agreement for details.

Within thirty (30) days after the post-vacancy inspection has been completed, you will receive the final property evaluation report as well as the return of your security deposit monies less any amount withheld for deficiencies or damages. If you have questions or concerns about the process, please contact your Property Management team.

Q: When will my Post-Vacancy Inspection occur?

A: All vacancy inspections are conducted by Atlantic Property Management's trained Field Representatives and occur within three (3) days after your complete vacancy of the property or upon our receipt of notice that you have vacated, whichever is later.

Q: Do I need to attend my Post-Vacancy Inspection?

A: No. You may attend if you desire however, it is not required as you will receive a detailed report of the property condition including photos documenting the condition at vacancy. Our inspectors will be focused only on completing the inspection and documenting the condition of the property. If you are present, please do NOT interfere with their inspection. They must follow a strict procedure and further can't address any concerns you might have or resolve any disputes that might arise related to the property condition. They are instructed to refer you to your Property Management Team if you have questions or concerns related to the post-vacancy inspection results.

Q: Where/Who do I return the property keys too?

A: You have several options to ensure the return of keys at move out. **Options:**

Q: When will I know the results of my post-vacancy inspection or if I might be charged for something?

A: Your Property Management Team will notify you via email within three (3) days AFTER we conduct the post-vacancy inspection and provide you with a Property Condition Report Overview summarizing any deficient items found at the post-vacancy inspection. This Property Condition Report Overview will provide a range of estimated cost(s) to repair/correct any deficiencies or damages to the property. IF there are deficiencies or damages, repairs will be initiated to correct these items and the actual costs will be determined and deducted from your security deposit. Your security deposit, as well as a final report, will be sent to you within thirty (30) days of the date of your post-inspection inspection.

Q: What if I want to attend the post-inspection but can't make it when it is scheduled?

A: Attending the post-vacancy inspection isn't required and the inspector will not be able to discuss or address any concerns you might have however if you want to attend, you may. The inspection is scheduled by our Property Management Teams directly with our Field Representatives during weekday business hours according to the Representatives'

schedules so unfortunately, if you are unable to attend the inspection on the day and time scheduled, you may send a representative in your place but we are unable to change or reschedule inspections to accommodate your availability.

Q: If I don't have the time or can't clean the house, does Atlantic Property Management offer this service?

A: Yes, things happen...we understand. If you are unable to complete your move-out responsibilities such as cleaning, carpet cleaning or other...the inspector will note the deficiencies and those items will be addressed and the costs deducted from your deposit. This should be your LAST OPTION however because sometimes other repairs and damages can exceed your deposit and leave you in a potential situation of having move-out costs exceeding your security deposit and exposing you to additional costs and collection fees.

If you know you will need to address cleaning or other repairs before your move out and need help getting things done, you can contact our PREFERRED REPAIR VENDOR – Property Pro Services. They can provide a quick quote and perform these services before or at move out so you can transition smoothly and with no stress.



Visit their website at www.propertyproservices.com

Email them at info@propertyproservices.com

Q: None of your FAQ's addressed my question?

A: Okay, then give us a call or email us.

Our office number is **678-710-6110**.

Email your Property Management Team directly or info@atlanticpropertymgt.com