

Notice of Move Out – Important Information

Dear Resident:

Based on our records, we show that you have not decided to renew your contract with us for next year. If this is incorrect, please let us know immediately. Otherwise, we hope that you have enjoyed your time with us and we wish you the best of luck!

In preparation for your move-out this year, and to make things as smooth as possible for everyone concerned, please familiarize yourself with the detailed information that follows as well as our [MOVE OUT PROCEDURES](#). Due to the number of residents involved, we cannot deviate from these procedures.

1. Move-out inspections will be performed on an “Appointment Only” basis. Please call or stop by the office to schedule your move-out inspection at least two weeks prior to your move-out date. All move-out inspections must be completed **by 12:00 PM on July 30th, 2021**. Please note that availability for appointments will be extremely limited. Should you make an appointment, you will meet a designated staff member at your unit at the time of your appointment. All of your belongings must be removed at this time as you will no longer have access to the unit. If more than one person will be moving out of your unit, coordinate your schedules so that we can inspect all bedrooms at the same time.
2. If you choose not to schedule an appointment for move-out, please be sure to return your unit key, mailbox key, and parking pass to the office **no later than 12:00 PM on July 31st, 2021**. If you do not check-out by this deadline, you will be considered a “Holdover” and will be assessed charges and subject to legal action.
3. The entire apartment will be inspected even if only one person is leaving. The entire apartment must be cleaned. The common area will be the responsibility of both the outgoing and renewing residents. Please see our [CLEANING PROCEDURES](#) for more information.
4. Charges assessed for cleaning or damages to the common areas (living/dining areas, kitchen, shared vanity and bath areas, laundry rooms and closets) will be **divided equally among all apartment mates**. Please review our [ESTIMATED CHARGE LIST](#) for details.
5. Each resident will be held responsible for cleaning or damages in his or her bedroom. Should there be any animal damage in the common area, it will be billed back to the animal owner on file. If the animal is not registered with the office, those charges will be distributed evenly. We encourage you to verify that all animals in your unit are registered to ensure that charges are distributed appropriately.

6. You will not be held accountable for any discrepancies (exceptions) that were noted on your move-in inspection unless these items were taken care of by management and occurred again after that time.
7. Any outstanding balances owed must be paid at the time of move-out. Pursuant to the lease agreement, any outstanding balance will cause that portion of the Security Deposit, if applicable, to be forfeited.
8. Please update your address through your ResidentPortal to the address you would like your Financial Move-Out Statement to be sent. **This does not forward your personal mail, this is only for the purpose to send you your Financial Move Out Statement/Security Deposit.**
 - a. **Change of Address:** Go to the Post office to fill out your change of address form or go online to www.usps.com: Forward Mail option: Change of Address. There is a \$1 charge to do this online, but your mail will be sent piece by piece to the new address.
**Discontinue newspaper subscriptions and any utility accounts you may have.
9. Any balance due will be assessed on your Financial Move-Out Statement which you will receive via mail to the forwarding address provided.
10. If you are transferring to a different unit on property, you will be notified directly of your transfer dates. You will need to be prepared to transfer from your current unit to your new unit within a 24-hour period. Your current unit must be inspection-ready by the date assigned. Any damages assessed will be charged to your account and due upon receipt.
11. If you turn your keys into the leasing office before your lease end date, please be advised that this does not relinquish you from your lease agreement duties. You are still responsible for paying for utilities (if applicable), as well as fulfilling your lease agreement payments. Each roommate will also be responsible equally for any charges to the common area up until the end of the lease agreement. We will not conduct a move-out inspection until the end of the lease agreement.

It has been a joy serving you! We hope to see you again soon.

Best regards,

Moontower Management Team

MOVE OUT PROCEDURES

Thanks for being a resident at Moontower! To make sure your move out day goes as smoothly as possible, please make sure to follow the move out procedure listed below. Please contact us at 512-599-9640 or moontower@landmarkproperties.com if you have any questions.

Below are the key things to remember during the move out process:

- Move out is July 31st, 2021 by 12 PM. We will start accepting keys at 9:00 AM on this day.
- If you are still in the apartment after 12 PM, or if we have not received the items that need to be returned, you will be charged additionally for your stay past the contract end date and time.

The items that need to be returned are below:

Magnetic Key Fob (Front Door)

Mailbox Key

Reserved Parking Pass (if applicable)

- ALL items must be turned in AT THE SAME TIME, as we will not be accepting these items in partial. Any item(s) not received will be issued replacement charges.
- Be prepared to give a valid forwarding address at the time of turning in keys.
- If you have already vacated the unit and do not plan to return, we highly suggest that you mail in keys NOW to ensure they are accounted for. Any keys received past MOVE OUT DATE will be issued replacement and Holdover charges.
- Please keep in mind that everyone will be trying to move-out at the same time so please plan ahead.
- Please make sure all personal items are out of the unit and the unit is cleaned in the common areas and your personal bedroom & bathroom.
- Make sure no trash is left inside and/or outside of your unit. Please use the designated trash bins provided around the property to discard of your bagged trash properly.

CLEANING PROCEDURES

Entry:

- Wash inside and outside of front entry door.
- Thoroughly clean (sweep and mop) entry floor.

Kitchen:

A. Stove/Oven/Microwave:

- Thoroughly clean exterior of oven. Don't forget the oven drawer!
- Use oven cleaner to clean interior of oven. Easy-Off Fume Free is an easy, odorless product that works well for this. You may have to do some extra cleaning for stubborn spills. If so, please use a mild detergent, and/or a steel wool pad.
- Remove oven drawer – clean drawer and sweep out from under the drawer. Be careful not to wipe the ash from the oven into your clean oven drawer.
- Scour drip pans and rings with an S.O.S. pad and clean all food and spills from underneath the drip pans. (Do not use oven cleaner on the drip pans because it corrodes the surface and turns them black). New drip pans can be purchased for around \$10 if the stains cannot be removed.
- Make sure broiler pan is completely clean and placed in the bottom of the stove drawer. Easy-Off Fume Free oven cleaner works well on the broiler pan using the “cold” directions on the back of the can.
- Thoroughly clean outside, inside, above and below microwave.
- Clean walls, cabinets and floor under and around the stove.

B. Dishwasher:

- Clean inside, outside & around the edges – especially the door.
- Remove any items or food from beneath bottom the drawer.

C. Refrigerator

- Wash all inside and outside surfaces.
- Don't forget the crisper drawer (inside and underneath).
- Remove all items from the Refrigerator and Freezer area
- Clean all drawers, compartments and shelves.

D. Cabinets and Countertops:

- Interior of cabinets should be free of shelf lining, crumbs and dust. Don't forget the drawers.
- Exteriors of all cabinets should be wiped down to remove water spots and food drips or spills.
- Wipe off all countertops.
- Clean the tops of the cabinets.

E. Dishwasher:

- Clean inside, outside & around the edges – especially the door.
- Remove any items or food from beneath bottom the drawer.

F. Kitchen Floor:

- Sweep the floor to remove all dirt and debris.
- Mop the floors with a disinfecting cleaner.

G. Kitchen Sink:

- Kitchen sink should be scrubbed and free of spots and stains.
- Make sure that the kitchen faucet is clean – pay special attention to the area around the faucet knobs.

Living Room:

- Mop/sweep hardwood floors
- Wipe down ceiling fan
- Wipe down wall

Washer/Dryer:

- Washer should be clean inside and out. The exterior should be wiped down and the control turned to the "off" position.
- Dryer should be clean inside and out. Please remove all debris/lint from the lint trap. The exterior should be wiped down and the control turned to the "off" position.
- Clean floor area around and under both appliances

Bedroom:

- Carpet should be vacuumed and steam cleaned, free of any dirt or stains.
- Fan should be dusted and cleaned.
- Walls should be free from any bed rub/grease spot from absence of a headboard or any tacks, nails, sticky tape, etc. Damage from these items could result in additional charges.
- Dust all baseboards.

Bathroom:

- Wash inside and outside of vanity. Wipe or scrub all drawers, cabinets and countertops. No drawer liner should remain.
- Clean the mirror with Windex or similar product.
- Clean vanity sink, including the faucet. Sometimes a toothbrush must be used around the knobs to get them completely clean.
- Thoroughly clean inside, outside and around the toilet – including the bowl and handle – with a disinfecting product like Lysol Toilet Bowl Cleaner.
- Scour the bottom and sides of the tub with Softscrub until all dirt and soap residue is gone.

Windows:

- Wash interiors of all windows with Windex or similar product.
- Wipe down the top and tracks of all windows.
- Wipe down all windowsills.

General Items:

- All walls free of marks, stains and damage.
- All blinds must be completely clean.
- Clean all doors on both sides – including closets.
- Wash all closet and pantry shelves.
- Thoroughly vacuum all carpeting.
- Wash all light fixtures to remove dust and bugs.
- Clean all fingerprints/grime from walls, doors and light switches.
- Remove small nails from the wall.
- You are responsible for the cleaning and any damages to the carpet from stains or soils. If you had an unauthorized pet in your apartment at any time during your lease term, you will be held responsible for any damages caused by your pet, which may include the cost of replacement of carpet, pad, tack strip and labor.
- DO NOT LEAVE ANY OF YOUR BELONGINGS OR TRASH IN OR AROUND THE UNIT. Removal by our staff will result in a charge of \$25.00 per bag (larger fees will be incurred for large personal items/furniture that is left).**

CHARGE LIST

****All Charges Represent an Estimate.**

Cost varies based on supplier & condition of furniture.

MOONTOWER

Cleaning Costs

Full Cleaning	N/A
(6-bedroom floorplan)	N/A
(5-bedroom floorplan)	\$260.00
(4-bedroom floorplan)	\$220.00
(3-bedroom floorplan)	\$180.00
(2-bedroom floorplan)	\$140.00
(1-bedroom floorplan)	\$100.00

Kitchen

Oven	\$ 50.00
Fridge	\$ 25.00
Cabinets	\$ 25.00
Counter Tops	\$ 10.00
Floor	\$ 10.00
Sink	\$ 10.00
Full Kitchen Clean	\$ 150.00

Laundry Room

Dryer (including lint trap)	\$ 15.00
Washing Machine	\$ 15.00
Full Laundry Clean	\$ 30.00

Bedroom

Ceiling Fan	\$50.00
Blinds	N/A
Baseboards	N/A
Furniture	N/A
Full Bedroom Clean	\$40.00

Bath

Toilet	\$ 10.00
Tub/Shower	\$ 20.00
Sink	\$ 10.00
Cabinets/Vanity	\$ 10.00
Floor	\$ 15.00
Full Bath Clean	\$ 50.00

Trash Removal

Furniture Removal (per item)	\$ 45.00
Trash-Out (per bag)	\$ 25.00

Flooring Costs

Steam Clean/Repair Carpet	N/A
(6 bedroom floorplan)	N/A
(5 bedroom floorplan)	N/A
(4 bedroom floorplan)	N/A
(3 bedroom floorplan)	N/A
(2 bedroom floorplan)	N/A
(1 bedroom floorplan)	N/A
Single Bedroom	N/A
Stairs	N/A
Landing/Hallway	N/A
Small Carpet Stain Removal	N/A
Large Carpet Stain Removal	N/A
Spot Dye Carpet (per spot)	N/A
Subfloor Treatment	N/A

Carpet Repair/Replacement

Replacement Per Bedroom	N/A
Replace Stairs	N/A
Replace Hallway/Landing	N/A
Stretch Carpet	N/A

Laminate Floor Replacement

Living room	N/A
Kitchen	N/A

Walls

Curtain Rod Removal & Patch	\$ 35.00
Anchor hole patch & repair	\$ 15.00
Holes through wall (<1'x1')	\$ 65.00
Holes through wall (>1'x1')	\$ 150.00
Closet/Laundry Shelf	\$ 50.00
Door Knob Hole Repair	\$ 80.00
Fist Hole Repair	\$ 80.00
Dart Board	\$ 120.00

****All Charges Represent an Estimate. Cost varies based on supplier & condition of furniture**

Paint Costs

Full Unit Paint	N/A
(6-bedroom floorplan)	N/A
(5-bedroom floorplan)	\$320.00
(4-bedroom floorplan)	\$270.00
(3-bedroom floorplan)	\$220.00
(2-bedroom floorplan)	\$170.00
(1-bedroom floorplan)	\$120.00
Single bedroom	\$50.00
Prime & Paint 1 Room Painted Another Color	N/A
Prime & Paint 1 Wall Painted Another Color	N/A
Painting One Bathroom	\$50.00
Painting Trim Throughout	\$50.00
Painting Ceiling Per Room	\$50.00
Painting Common Areas Only	\$70.00
Painting Exterior	\$ 1,000.00
Sticky Tape	\$ 55.00
Bed Rub	\$ 60.00
Excessive Scuffs on Walls	\$ 25.00

Windows (Replacements)

Windows	\$ 250.00
Regular Blinds	\$ 25.00
Back Door Blinds	\$ 50.00
Plantation Blinds	\$ 50.00
Mini-Blind Twist Rod	\$ 10.00
Bedroom Screen	\$ 35.00

Doors & Locks (Replacements)

Interior Door Frame replacement	\$ 200.00
Interior Door	\$ 150.00
Front door lock replacement	\$ 75.00
Bedroom door lock replacement	\$ 55.00
Door knob replacement	\$ 50.00
Front door replacement	\$ 450.00
Door stops	\$ 5.00
Sand/Stain/Refinish Wood Door	\$ 150.00

Bath (Replacement Costs)

Cabinet	\$ 200.00
Shower Head	\$ 25.00
Towel Rack Rod	\$ 15.00
Towel Rack Holder	\$ 45.00
Toilet Seat	\$ 35.00
Tank Lid	\$ 125.00
Complete Toilet Replacement	\$ 350.00
Bath Vanity	\$ 200.00
Mirror	\$ 100.00
Faucet	\$ 55.00
Shower Knob	\$ 25.00
Sink Stopper	\$ 25.00
Tub Stopper	\$ 15.00

Kitchen (Replacement Costs)

Faucet	\$ 80.00
Disposal	\$ 90.00
Refrigerator	\$ 600.00
Microwave	\$ 200.00
Kitchen Sink	\$ 125.00
Oven	\$ 450.00
Dishwasher	\$ 350.00
Ice Maker	\$ 110.00
Crisper shelf in refrigerator	\$ 45.00
Oven door replacement	\$ 100.00
Microwave door	\$ 65.00
Microwave Tray or receptacle	\$ 35.00
Refrigerator handle	\$ 35.00
Oven door handle	\$ 35.00
Shelf retainers in refrigerator	\$ 30.00
Cabinets	\$ 1,400.00
Cabinet doors	\$ 45.00
Drawer	\$ 50.00
Burn in Countertop (per burn)	\$ 35.00
Countertop Laminate Replaced	\$ 200.00
Countertop Replacement	\$ 600.00
Cabinet Door Pulls	\$ 3.00

Living Room (Replacement Costs)

Ceiling Fan	\$ 125.00
Smoke Detector	\$ 45.00
Sprinkler head & escutcheon	\$ 200.00
Air Duct vent	\$ 35.00

Pest Control Needed

Live Bugs	\$ 100.00
Flea Treatment	\$ 200.00

Lights & Globes

Interior Bulb	\$ 2.00
Laundry Room Globe	\$ 35.00
Ceiling Fan Light Globe	\$ 35.00
Dining Room Globe	\$ 35.00
Dining Room Light Fixture	\$ 75.00
Kitchen Light Cover	\$ 45.00
Bedroom Ceiling Fan/Light Fixture	\$ 125.00
Bathroom Vanity Light Fixture	\$ 100.00

Miscellaneous

Unit/Bedroom Key	\$ 50.00
Mail Key	\$ 25.00
Parking Decal	\$ 25.00
Wristband (per band)	\$ 25.00
Gate Clicker	\$ 50.00
Trash Removal (per bag)	\$ 25.00
Satellite Dish Removal	\$ 150.00
Thermostat	\$ 35.00
Receptacle replacement	\$ 15.00
Switch replacement	\$ 15.00
Outlet cover	\$ 5.00
Labor Charge (per hour)	\$ 48.00
Washer	\$ 450.00
Dryer	\$ 375.00
Vent Hood	\$ 90.00
Drip Pan Set	\$ 20.00
Sprinkler Head	\$ 50.00
Smoke Detector	\$ 25.00
Doorbell (beyond sun damage)	\$ 75.00
Doorbell cover (" ")	\$ 15.00

Furniture Replacement/ Repair Costs

Couch	\$435.00
Couch Cushion	N/A

Desk/Dining Chair	\$97.00
Desk/Dining Chair Cushion	N/A

Armchair	\$245.00
Armchair Cushion	N/A

Ottoman	N/A
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Bar Stool	\$65.00
Bar Stool Cushion	N/A

Mattress	\$160.00
Bed Frame	\$115.00

Coffee Table	\$125.00
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Entertainment Stand	\$240.00
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Side Table	\$115.00
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Desk	\$150.00
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Dresser	\$280.00
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Dining Room Table	\$120.00
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Flat Screen TV	\$600.00
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****All Charges Represent an Estimate. Cost varies based on supplier & condition of furniture**