



We are sorry you are leaving. We want to make your move as smooth as possible and minimize any costs you could be charged, so please ensure you read this document carefully.

REFUND OF YOUR DEPOSIT

We aim to refund your deposit as quickly as possible to the lead tenant's bank account, provided the following steps are carried out. The steps below will help minimise the cost of moving out to you, and preserve your deposit.

- Please return ALL sets of keys by 12 noon on the lease end date. This includes garage, windows, shed keys etc.
- Please ensure that the property is left clean and tidy. It must be "move-in ready" when you leave. Helpful hints are attached.
- The porches, yard and area around trash receptacles should be left tidy and all rubbish removed.
- The lead tenant must pass on their forwarding address, bank details and meter readings.
- Proof of payment of final bills (gas, electricity and water) must be provided.
- All tenants' belongings must be removed from the property.
- Any damaged items should be replaced like for like or repaired to a high standard. Any repairs carried out by you can only be done with permission of the Property Manager.

Please be advised that:

- Failure to return all keys will result in a lock change and charge to you of \$75.00.
- Keys returned late will result in a \$50.00 charge to your deposit.
- If you do not vacate the property by 12 noon on your lease end date then you will be charged rent for every extra day.
- Professional cleaning costs, if required, can be very costly: hourly rates are between \$15-20 so please ensure your property is cleaned to a high standard.
- The cost of any missing or damaged items will be deducted from your deposit.
- If you plan to claim for any loss or damages via your own insurance policy, please advise us of the claim details including reference number and date of claim.
- You will be charged for any cleaning or repair works which need to be carried out.

When your deposit is returned, you will be given a full breakdown of all deductions. Any inquiries regarding deductions from your deposit should be made in writing (email preferred) within 7 days of your deposit release.



LEASE TERMS FOR MOVE OUT

Please remember you agreed to the following terms for moving out when you signed your lease.

MOVE-OUT INSPECTION

THE FOLLOWING ITEMS MUST BE ACCOMPLISHED PRIOR TO THE FINAL MOVE-OUT INSPECTION:

1. Clean inside and outside of cupboards, cabinets, and closets in kitchen. All cabinets and drawers are to be opened for final inspection.
2. Clean all counters and sink in kitchen. Ensure that garbage disposal does not have remains in it (do not put hands in disposal).
3. Clean oven exhaust fans and vents, replace filters where necessary. (NOTE: in most cases, exhaust fans and vents can be dismantled to accommodate cleaning).
4. Range hood, light and switches must be free of all grease. Do not use abrasive on painted surfaces.
5. Clean stove interior, exterior, accessible spaces underneath the burners, drip pans. Replace drip pans if they are rusty or burned. Clean oven racks and control knobs. If the stove is gas, clean the broiler area.
6. Clean refrigerator inside/outside and behind including drip pan, under refrigerator, all gaskets and shelves; leave refrigerator on lowest setting. Defrost freezer if not frost-free type. If the power is off, the refrigerator doors must remain open.
7. Remove all nails (do not patch nail holes), picture hangers, marks and handprints from walls and clean baseboards.
8. Clean light fixtures.
9. Dry clean drapes (if furnished).
10. Clean Venetian blinds (if furnished).
11. **PROFESSIONALLY** clean carpets. Receipt for carpet cleaning will be required at time of check-out.
12. Clean and strip all uncarpeted floors of wax and re-wax floors. The exception to this is no-wax vinyl floors; these should be thoroughly mopped and free of grease.
13. Clean interior and exterior surfaces of windows readily accessible from the ground and interior surfaces of windows upstairs. All window sills and slider tracks must be dirt free. All screens and glass repaired or replaced.
14. Sliding glass doors must be cleaned inside and outside including sliding floor tracks and screens.
15. Washers and dryers (if furnished); clean filters, fabric softener dispenser and inside/outside of machines. Turn off water faucets to washing machine. Disconnect dryer from electrical outlet.
16. Change air conditioner filter. Air vents must be cleaned and dust free. If heat/air system is in an accessible area or closet, then clean unit and closet area.
17. If you had a pet in your home, you must professionally fumigate twice for fleas upon vacating. Receipt for fumigation services will be required at time of check-out. However, if the property requires additional sprayings within thirty days of your move out, you will be held responsible.
18. Bathroom fixtures must be free of soap deposits and polished.
19. Remove soap film, mildew, sediment and stains from tub, toilet, sinks, and shower. If you have a fiberglass shower, do not use abrasive cleaners.
20. Floors are to be cleaned including baseboards.
21. Bathroom exhaust fan must be clean and dust free.
22. If grounds care has not been provided then you must cut and trim lawns, walkways and hedges if house/duplex/townhouse. Weed all garden areas, cracks in sidewalks, and driveways. Lawn area must appear uniform and neat, free of trash and debris. Damaged yard areas must be restored.
23. Clean patios, storage sheds, attics.
24. Clean garage and/or carport. Remove grease from driveways and carports.
25. All trash, debris, garbage **MUST** be removed from the premises (unit interior/unit exterior) prior to final check-out.
26. Gutters, where applicable, must be free and clear of all debris.

NOTE: The cost of labor and materials for cleaning and repairing dwelling and delinquent payments will be deducted from the Security Deposit if the above provisions are not complied with. The deposit will be refunded by mail to the forwarding address you leave with us, within **FORTY FIVE DAYS OF THE DATE YOU VACATE.**

MOVE OUT DAY KEY RETURN DETAILS

Please return all keys directly to the Property Manager or deposit them in the mail slot of the maintenance office at 1207 Tancred, Fort Smith, AR.

Please complete and return the attached Forwarding Information form to ensure we can return your deposit.

Your feedback is important and we ask that you take a few moments to complete the attached comments slip and either send or email it to us.

We pay \$50 to you for every successful group of tenants referred to us. If you know anyone who needs to find somewhere to rent, tell them about us. If they are approved by us and sign a year's lease, you earn money! Ask for details from our Apartment Manager.

We appreciate your business and thank you for choosing Koenig and Sons Properties.



CLEAN AND TIDY GUIDELINES

These guidelines are based on standards of cleanliness used by professional Move Out companies. Professional cleaning charges vary, but typically the hourly charge is between \$15-\$20 per hour. You must remove all rubbish from the property or you will be charged for the removal of any rubbish left. Any personal belongings left in the property will be disposed of, so please don't forget anything!

REMEMBER! A charge will be made for any cleaning and repair which needs to be carried out.

This checklist is designed to:

- **Help reduce cleaning charges for which you will be liable.**
- **Guide you room by room so you leave the property in a fit state for the next tenants to move in.**



Kitchen

- ✓ Countertops and splash backs cleaned
- ✓ All unit surfaces and drawers cleaned (including tops/undersides/edges)
- ✓ Sink cleaned and left shining
- ✓ All appliances thoroughly cleaned inside and out and all grease removed
- ✓ Fingerprints and marks cleaned from all woodwork, doors, walls and light/electric switches
- ✓ Bins emptied and re-bagged
- ✓ Floor vacuumed/brushed and washed
- ✓ Vent hood fan cleaned
- ✓ Nails removed from walls
- ✓ Oven and stovetop fully cleaned
- ✓ Windows cleaned (inside and out)
- ✓ Overall appearance of the room left neat and tidy
- ✓ Defrost fridge and freezer and remember to leave fridge/freezer door open to prevent **mould**

Bedrooms

- ✓ All areas dusted/cleaned on top, front and underneath
- ✓ Any mirrors cleaned and polished
- ✓ Fingerprints and marks cleaned from all woodwork, doors, walls and light/electric switches
- ✓ Windows sills wiped
- ✓ Windows cleaned (inside and out)
- ✓ Carpets vacuumed and professionally cleaned
- ✓ Nails removed from walls
- ✓ Overall appearance of the room left neat and tidy

Bathrooms

- ✓ Bath / shower thoroughly cleaned, rinsed and left shining
- ✓ Basins cleaned and left shining
- ✓ Dirty grout between tiles scrubbed
- ✓ All chrome cleaned and polished
- ✓ Mirrors cleaned and polished
- ✓ Toilets scrubbed inside and out including base and behind
- ✓ Vanity top cleaned
- ✓ Sills wiped down
- ✓ Nails removed from walls
- ✓ Fingerprints and marks cleaned from all woodwork, doors, walls and light/electric switches
- ✓ Floor scrubbed and mopped
- ✓ Windows cleaned (inside and out)
- ✓ Shower curtain/screen scrubbed clean
- ✓ Overall appearance of the room left neat and tidy



Other Living Areas

- ✓ Sills wiped down
- ✓ Fingerprints and marks cleaned from all woodwork, doors, walls and light/electric switches
- ✓ Nails removed from walls
- ✓ Woodwork wiped down
- ✓ Windows cleaned (inside and out)
- ✓ Carpets vacuumed and professionally cleaned
- ✓ Overall appearance of the room left neat and tidy

Hallway, stairs and cupboards

- ✓ Woodwork cleaned
- ✓ Fingerprints and marks cleaned from all woodwork, doors, walls and light/electric switches
- ✓ Rugs vacuumed
- ✓ Nails removed from walls
- ✓ Windows cleaned (inside and out)
- ✓ Vacuum and /or wash floors

Maintenance & inventory

- ✓ Ensure all personal belongings are removed from the property.
- ✓ Ensure all light bulbs work including stove, stove hood and fridge bulbs.
- ✓ Ensure stove hood filter is replaced.
- ✓ Ensure batteries are replaced in smoke alarms.

Grounds

- ✓ Ensure all grills, toys or other items have been removed and any rubbish or trash has been properly disposed of.



FORWARDING INFORMATION FORM

THIS INFORMATION IS IMPORTANT TO RETURN TO US SO WE CAN RETURN YOUR DEPOSIT ON TIME

Property address
including Unit #

Lease end/
Move Out date

PLEASE SUPPLY YOUR FORWARDING DETAILS (Print Clearly)

Lead Tenant	Address & Area Code	Email	Phone
Other Tenants			

CHANGES TO LEAD TENANT – CAN ONLY BE DONE WITH ALL SIGNATURES

(Please note no changes will be made unless this section is fully signed.)

We confirm the lead tenant has now been changed to _____(print)

Print Name _____ Signature _____

Please return with your keys on the last day of your tenancy. Thank you, from all at Koenig and Sons!



**Koenig & Sons Properties**
Quality & Affordable Rentals for Fort Smith, AR

EVALUATION FORM

WE HOPE YOU HAVE ENJOYED YOUR STAY!

Our aim is to provide safe, affordable, quality rental units and a unique service for every tenant. Please let us know your thoughts. Your feedback will help us achieve this.

Property address

How would you rate the service provided by our Property Manager?

Excellent Very good Good Poor

How would you rate the information provided to you at the start of your tenancy?

Excellent Very good Good Poor

We hope you haven't needed our Repairs Team; if you have, how would you rate them?

Excellent Very good Good Poor

How would you rate our responsiveness to your needs and questions?

Excellent Very good Good Poor

How would you rate the service provided by our Accounts Team?

Excellent Very good Good Poor

Has there been a member of staff or Repair Team who deserves a special mention?

Would you recommend Koenig and Sons Properties to others? Yes No

Your comments....

A large, hand-drawn style thought bubble with a thick black outline, intended for the tenant to write their comments inside.

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