Move-out Packet

Thank you for renting a home we, Bluewater Property Management (BPM), manage. We know as you transition to your new home you will have a lot of items ongoing, so we created this packet to assist you in the move-out process.

➢ The security deposit cannot be used as rent. The last month's rent must be paid in full per the Lease.

➢ All utilities must remain on and in your name through midnight on the Lease Expiration Date (or Lease Termination Date if different than Expiration Date). See the Lease and Utility Addendum for more information.

➢ You will be notified of showings with prospective tenants in accordance with the Lease. You are not required to be present for the showings; however, you are welcome to be home during the showing timeframe. If there is a conflict with a scheduled showing, please let us know.

➢ When you complete the move-out, the keys, access cards, garage door openers and any other access control devices you received at move-in or during your tenancy must be turned into the office. If no one is in the office at the time the items are dropped off, they can be placed into the mailbox, which is a secure drop box. Once the keys are dropped off at the office, please email us at info@bluewpm.com to confirm and document the move-out completion.

   o If the access control items are not turned in on the Lease Vacating Date, you will be billed a prorated rent per day and an administrative fee until the items are turned in.

➢ Once the access control items are turned in, you will not be able to return to the property. Any items left in or at the property will be disposed of.

➢ BPM will schedule the move-out assessment to be completed within 3 business days of the move-out confirmation. You will receive a copy of the Move-out Assessment Report.

➢ In adherence with the South Carolina Landlord Tenant Act, the settlement of security deposit will be provided within 30 days of the Lease Vacating Date or when the keys are turned in, whichever is later.

   o If you have not provided BPM with your new address, please do so via email. If a mailing address is not provided, BPM will mail your settlement of deposit letter to the property address.

   o Any settlement of deposit letters and checks returned to BPM will be turned over to the South Carolina Unclaimed Property department as required by law.

   o If a new check is requested, the bank's cancel check fee (for the original check) and an administrative fee of $40 will be applied to the Lease ledger, and if unpaid, it will be deducted from the security deposit before a new check is issued.

   o When the vacating tenants provide the same address, one check will be mailed with one tenant's name on it. If the vacating tenants provide different forwarding addresses, the security deposit return will be split equally among the vacating tenants unless otherwise agreed to in writing by the vacating tenants and BPM.

      ▪ If the security deposit split cannot be agreed to via email, we, BPM, will issue one check with all residents names listed on it, and the check will be mailed to the tenant listed first alphabetically by the last name and then first name.

➢ Remember to submit a change of address form to the USPS to ensure delivery of mail to your new home. Change of address information can be found online at https://moversguide.usps.com.

   o Also remember to update your mailing address with any online businesses you commonly purchase from – example Amazon.

   o BPM does not forward mail or packages. BPM will advise the new tenant to return to sender on all mail and packages.

Getting Your Security Deposit Back

Our goal is to refund your full security deposit. For that to occur, the property needs to be returned to BPM in the same condition you received it minus normal wear and tear.

A move-in assessment was completed prior to your move-in. The Move-in Assessment Report along with the assessment report you completed (if turned in) will be used as the basis for the move-out assessment. The Move-in Assessment Report should be in your online resident portal. If it is not there, please contact us, and we will upload the report to your resident portal.

Generally Considered Normal Wear and Tear:
- Minor marks on walls
- Nail holes (nail size or smaller)
- Faded, cracked or chipped paint (except when caused by shower moisture)
- Traffic wear patterns in carpet
- "Running" or loose toilet
- Dripping or loose faucets
- Worn or loose gaskets on appliances
- Loose door knobs or cabinet hinges
- Faded window blinds

Generally Considered Damage Beyond Normal Wear and Tear:
- Ripped sheetrock paper from adhesive hangers and hooks
- Wall holes larger than nail size
- Excessive nail holes
- Pen/marker/crayon/etc. marks and/or writing on walls
- Unapproved wall paint
- Wall holes due to door knobs, moving furniture or other tenant action
- Carpet stains, odors, rips, holes, tears, etc.
- Anything broken – light fixtures, wood frames, blind blades, appliance parts, doors, cabinet doors, windows, etc.

All damages and repairs will be billed at market rates.

Common Repairs: Replace HVAC Filter, water filters, non-functioning smoke detector batteries and burnt out light bulbs. Empty the trash can and recycling bin. The tenant will be billed for any of these items if they are not completed prior to vacating.

Dirt is not considered Normal Wear and Tear, and it is often the area of most contention when tenants move-in and when they move-out. Properties are professionally cleaned before tenants move-in, and we require the same level of cleaning at move-out. Although vacating tenants are not required to hire a cleaning company, we recommend tenants use our regular cleaning company to ensure the property is cleaned to a satisfactory level. If you would like a reference to our regular cleaning company, please contact us.

We do not require carpet cleaning (unless you had a pet); however, we recommend hiring a professional carpet cleaning company. If any carpet dirt, stains or odors are detected during the move-out assessment, we will hire a professional carpet cleaning company, and you will be billed for the work. If you would like a reference to our regular carpet cleaning company, please contact us.

Cleaning

We normally hire an outside cleaning company to clean properties. If we do, you will be billed for the invoice. If we use in-house maintenance personnel for cleaning, cleaning charges will be billed at $60.00 per hour.

➢ Do not spray oven cleaner on oven hood, outside of range top or inside a self-cleaning oven.
➢ Do not use scrubbing powders on a tub.

Common Cleaning Items (list is not all inclusive)

Everywhere:
✓ Take all nails and screws out of the walls and ceiling (do not fill holes)
✓ Dust the ceiling fixtures (HVAC grates, lights, ceiling fans, etc.)
✓ Dust all ledges
✓ Clean the windows
✓ Clean the door knobs and doors
✓ Clean all light switches and outlets
✓ Clean the walls and baseboards
✓ Vacuum (get any stains out of the carpet or get the carpet professionally cleaned)
✓ Remove all cobwebs

Bathroom:
✓ Clean soap scum off the bathroom tiles and tub/shower and bleach the grout
✓ Clean out the bathroom drawers and vanity making sure you get all the hair out (and remove any liners)
✓ Clean the toilet, sink, countertop and finally the floor (sweep and mop)
✓ If the toilet seat is unsavory looking, replace it
✓ Clean the mirror
✓ Vacuum the surface of the exhaust fan

Kitchen:
✓ Clean out all cabinets and liners
✓ Wash the front of the cabinets
✓ Clean and disinfect all countertops
✓ Clean and shine up the sink and faucet
✓ Clean inside of all appliances
✓ Clean exhaust fan if needed
✓ Pull out refrigerator and stove and sweep behind them (take care to not damage floor)

Bedrooms/Living Room:
✓ Dust, sweep, vacuum and mop these empty rooms

Garage/Shed:
✓ Should be completely empty and swept

Outside:
✓ Cut and edge the grass and pull weeds from the driveway, sidewalk and flower beds
✓ Remove all of your items that might be stuck in the ground or hanging in trees