



## Move-Out Packet

### PROVIDING NOTICE TO VACATE

In accordance with Nevada Law and your lease, you have either provided formal notice to vacate the property or PMI Reno has provided you with an Intent to Vacate.

### RECEIVING YOUR SECURITY DEPOSIT

In accordance with State law, tenant security deposits are mailed within **30 days** of the completed move-out evaluation. Here is what we need from you:

1. **A forwarding address** - Please input your forwarding address in Rentvine - If no forwarding address is provided, we will send your deposit disposition to the last known address we have on file.
2. **A completed move-out checklist** - We expect your home to be returned to us in the same condition it was presented to you. This means the premises must:

- Be cleaned.
- Be free of any unusual odors
- Have all personal property removed
- Have the carpets professionally cleaned (you must provide a receipt from a cleaning company at the time possession is returned to us)
- Have working light bulbs in all fixtures
- Have batteries replaced in all smoke detectors
- Have a new furnace filter installed

3. **A zero balance for outstanding obligations** – All rent, fees, and fines must be paid in full. We send all unpaid balances to collections and additional fees may apply.

### **HOW TO RETURN YOUR KEYS**

Please select one of the following methods to return the keys:

1) Drop them off at our office – Drop the keys off at 63 Keystone Ave. Ste. 104, Reno, NV 89503 during business hours.

If you fail to deliver all copies of the keys, you will be charged to re-key the property. You will also be charged for each garage door opener or security system remote you fail to return.

### **MOVE OUT EVALUATION**

We will only conduct a move-out evaluation once you have completely vacated the property. The goal of this evaluation is to verify that the unit has been returned in the same condition in which it was received, minus normal wear and tear. To help you get your full deposit back, we have provided a move-out checklist below for your use.

**We recommend the use of professional property cleaning and require carpet cleaning services to eliminate any dispute about the property being thoroughly cleaned, as this was completed prior to your move-in.** If receipts are not provided at the time possession of the property is returned to us (i.e. keys delivered), we will assume that professional property and carpet cleaning services have not been completed and we will send our vendors at your expense. If you prefer to have us coordinate your move-out cleaning and carpet cleaning, we will do so for a charge of 10% of the cost.

We also require that you have all yard maintenance performed before moving out. In the event yard maintenance has not been completed, we will send a professional yard maintenance vendor to the property at your expense. We will do so for a charge of 10% of the cost.

**Please note:** You will be responsible for all costs relating to any repairs, cleaning, re-painting, trash removal, and any other expenses associated with returning the property to rent-ready condition. These costs include, but are not limited to: vendor invoices, materials, labor, and coordination. Coordination fees will be billed at 10% of the cost. All charges will be deducted from your security deposit, and your

remaining funds or outstanding bill will be mailed to the forwarding address you provide within 30 days of your move-out.

We will only conduct repairs and deduct that amount from your security deposit for expenses that are necessary to bring the property back to the condition in which you received it. If you do not want deductions, please coordinate any necessary repairs through us prior to your move-out evaluation.

### **PRE-EVALUATION MOVE OUT CHECKLIST**

- Return all keys and garage door openers to our office
- Professionally clean all carpets after moving out (must provide vendor receipt)
- Remove ALL personal items from the property's interior and exterior
- Replace all bulbs for all lighting fixtures
- Replace batteries for all smoke alarms
- Replace the filter in the furnace
- Professionally repair and paint any nail holes from hanging artwork
- Professionally re-paint any area back to its original color (if altered) Complete all required yard maintenance

### **CLEANING CHECKLIST**

**\*\*Please note: should PMI Reno determine that any items have not been completed, a professional cleaner will be sent at your expense\*\* We recommend that you hire a professional cleaner.**

#### **All Interior Areas**

- Sweep and mop all hard flooring
- Vacuum all areas and have all carpets professionally cleaned (must provide vendor receipt)
- Wash (and scrub if needed) all walls, ceilings, doors, doorknobs, and baseboards. All need to be free of dirt, dust, and grease with any scuffs, pencil/crayon, fingerprints, and/or other marks removed
- Sanitize and remove all fingerprints or other marks from light switches and outlet cover plates
- Wipe down and sanitize all handrails
- Dust and wipe down all light fixtures, ceiling fans, cold air returns, and vent covers

- Clean all windows with sills and frames washed (bleached if necessary)
- Clean all window runners and tracks and dust blinds/screens
- Dust and wipe down all closets and shelves

### **Kitchen**

- Sweep and mop flooring under and behind all moveable appliances
- Wipe down the front of the refrigerator/freezer, discard ALL food, remove all dirt and grease, and sanitize all shelves
- Clean the oven inside and out removing all dirt, food, grease, etc., and sanitize. Ensure all traces of oven cleaner have been wiped clean
- Remove and clean underneath burners, controls, rings, drip pans, and stovetop. Wipe down the front and side of the range. Remove the lower drawer and clean underneath if possible, Remove all dirt and grease from the exhaust fan
- Wipe down the front of the microwave and dishwasher. Interior of both appliances should be sanitized and free of dirt, food, and grease, wipe down and remove any grease from the exterior faces of all cabinets, drawers, and cupboards
- Remove all items from every cabinet, drawer, and cupboard
- Scrub and sanitize the interior of each cabinet, drawer, and cupboard and ensure that they are free of all dirt, food, dust, hair, etc.
- Dust and clean on top of all cabinets and cupboards Scour sinks, remove all stains, sanitize and clean fixtures Clean and sanitize all countertop areas

### **Bathrooms**

- Sweep and mop all flooring
- Toilet bowls must be scoured and sanitized with disinfectant. The exterior of the bowl including: the seat, rim, tank, and base must be cleaned and sanitized with disinfectant
- Bathtubs and showers must be scoured to remove any rings. The interior should be cleaned and sanitized to keep it free of any mildew or mold. The sides of the tub enclosure must be clean and free of any soap build-up
- The sink must be scoured and sanitized with faucets polished. Clean and sanitize all countertop areas
- All glass doors and mirrors should be cleaned with all water spots removed
- Scrub and sanitize the interior of each cabinet and drawer. Ensure that they are free of all dirt, food, dust, hair, etc.
- Wipe down the exterior faces and top of all cabinets and drawers

## **Exterior/Garage / Storage**

- Remove all exterior debris from the property. This includes trash, personal property, and any other items that do not belong on the premises.
- Any storage area must be empty and swept
- Clean and remove debris from entry and patio area
- Remove all trash and personal property from the garage with the area being swept
- Mow and edge lawn. Remove all weeds/debris from the yard (if applicable)

### **Wear and Tear vs. Damages**

Security deposits can be used to repair damage for which a resident is responsible. However, the landlord cannot apply the security deposit to normal wear and tear. The question is: What's the difference?

The legal definition of normal wear and tear as stated in NRS 118A.110. Normal wear means that deterioration which occurs without negligence, carelessness or abuse of the premises, equipment or chattels by the tenant, a member of the tenant's household or other person on the premises with the tenant's consent.

Normal wear and tear mean that deterioration which occurs, based upon the use for which the rental unit is intended, without negligence, carelessness, accident, or abuse of the premises or equipment or chattels by the tenant or members of his household, or their invitees or guests.

Damage can therefore be defined as deterioration which occurs due to negligence, carelessness, accident, or abuse of the premises or equipment or chattels by the tenant or member of his household, or their invitees or guests.

Notice that normal wear and tear does not include dirt excessive dirt is considered negligence, carelessness, accident, or abuse.

The following incomplete list of examples are intended as a guide to reasonable interpretation of the differences between expected wear and tear from normal residential use and irresponsible, intentional, or unintentional actions that cause damage to a landlord's property.

Courts have also ruled that the length of time a tenant has occupied a property must also be taken into consideration when accessing damages in relation to deductions to a tenant's security deposit. The longer a resident has resided in a property, the more allowance must be given for wear and tear over damage.

Wear and Tear	Damages
Small nail holes caused by a 6-penny nail or smaller. A 6-penny nail is 2 inches long and is used for hanging picture frames and other items on walls	Large holes from hanging shelving, pictures, screws, wall anchors, flat screen television brackets or any other wall hanging that causes damage larger than a 6-penny nail
Faded paint	Spot painting and patching or touch up painting of any kind
Faded caulking around the bathtub and tiles	Missing caulking around the bathtub and tiles
Hard water deposits.	Buildup of dirt, mold, mildew, or water stains from a preventable or unreported water leak or drip
Worn out keys	Broken, lost or unreturned keys
Loose or stubborn door lock	Broken or missing locks
Loose hinges or handles on doors	Damage from a door from forced entry, or damage from using feet to open doors
Worn carpet traffic patterns	Torn, burned, stained, missing, ripped, scratched, or snagged carpet, pet damage
Faded finish on wood floors	Scratched, gouged, warped or water damaged wood floors
Linoleum worn thin	Linoleum with tears, chips or holes
Worn countertops due to daily use	Burned, cut, stained, scratched or water damaged countertops
Drywall cracks from settling	Holes in walls, doors, screens or windows from misuse, negligence, carelessness, accident, or abuse
Faded, chipped or cracked paint	Unapproved or poor tenant paint job
Loose wallpaper	Ripped or marked-up wallpaper
Worn or heat blistered mini-blinds	Broken, bent, cracked or missing slats, wands or hardware. Broken strings.
Dirty window and door screens	Torn or missing screens
Sticky window	Broken window
Loose or inoperable faucet handle	Broken or missing faucet handle
Running toilet	Broken toilet seat, tank top or chipped or cracked toilet bowl
Musty odor	Urine or pet odor throughout unit
Closet bi-fold door off track	Damaged or missing bi-fold door
Non-functioning smoke or CO detector	Missing or detached smoke detector or CO detector or missing batteries
Dry lawn	Lawn with pet urine spots, dead areas, excessive weeds
Non-functioning light fixture	Missing, burnt out, or incorrect style light bulbs
Slow draining drains	Drains that are clogged by hair, toys, or other non-flushable objects