



4400 Bayou Blvd, Ste #58, Pensacola, FL 32503

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Dear Tenant,

We are in receipt of your intent to vacate. Your move out date is _____ and your lease expires on _____. Please be advised that if your lease is not up, you will still be responsible for rent until the ending date on your lease or until the time the home is released. The only exception to this is a military clause (see page 2).

Our goal is to return your security deposit. In order to receive your full deposit back, you must follow these procedures. This packet will guide you through giving notice, showing the home, and preparing the home and yard for move out. If all procedures are followed, you should receive your security deposit back!

Upon move out, we will need the following items **returned to the office:**

1. All keys and mailbox keys. **DO NOT LEAVE KEYS INSIDE THE PROPERTY.** The only thing that should be left inside the property is garage remotes (if applicable). Please place them on the kitchen counter.
2. Enclosed items including Cleaning Guidelines Checklist and Tenant Move Out Survey with your forwarding address and phone number.
3. Professional carpet cleaning receipt from one of our preferred carpet cleaning companies or another professional vendor of your choice (Rug doctors, rented machines, and non-licensed/insured companies are **NOT** satisfactory)
4. Cleaning receipt if you chose to hire a professional company.

PLEASE BE SURE TO LEAVE UTILITIES ON THREE BUSINESS DAYS FROM THE DAY YOU TURN IN KEYS!

In most cases, we have tenants moving in IMMEDIATELY after you move out of the home. Your cooperation in enhancing the next residents' enjoyment of the home is greatly appreciated.

Please contact your property manager with any questions you may have via phone or email. **We appreciate you and wish you the best in your new endeavors.**

Enclosed:

- Move Out Guidelines from Tenant Handbook
- Cleaning Checklist (return with keys)
- Tenant Move Out Survey and Forwarding Address (return with keys)

Respectfully,

Property Manager

Put It in Writing- Before notice to vacate is accepted by Realty Masters, it MUST be put in writing. The notice must include the date you anticipate having the property ready for your move-out survey and where you are moving to (even if you don't have a forwarding address, list the city and state where you will be relocating).

Thirty Days Written Notice- Tenant(s) must give thirty (30) days written notice to Realty Masters before vacating the premises. **The written notice is required even if you intend to vacate at the end of the lease.** **Termination of the tenancy shall occur on the last day of the month.** Notice from the tenant to landlord must be made by certified mail. All other conditions of this lease shall remain in effect. Failure to give the above stated notice by tenant prior to the end of the lease or any month to month period will result in additional liability of tenant for the following full monthly rental period. **If tenant fails to vacate after the initial lease term, or any successive consensual periods after the initial term, tenant shall additionally be held liable for holdover (double) rent.**

Military Clause- Per the military clause, service members with a military clause can provide a **30 day notice to vacate** at any time during the lease agreement. The service member must provide a letter from their commanding officer or a copy of their official PCS orders with their 30 day notice in order for the notice to be effective. Your notice will not be accepted without the proper documentation outlined by the military clause. See the military clause for further instructions.

Move Outs are for the Last Day of the Month- **According to your lease and Florida Landlord Tenant Law, move outs are scheduled for the last day of the month (only exception is the military clause).** You must give your written notice by the 3rd of each month in order for us to process your 30 day notice for a move out that month. If your notice comes later than this, you will be responsible for another month lease term. If you would like to vacate and turn over keys early, that is acceptable, however, rent must be paid through the entire month. Rent refunds will not be permitted unless a new tenant moves in prior to the end of the month. Please contact us should you have ANY questions about this!

Breaking the Lease- Tenant is liable for terms of lease including thirty (30) days written notice of vacating and any rents due in the event of early termination of lease agreement by the Tenant. The penalties for breaking your lease are defined in the lease agreement under paragraph 23 "Default." We work diligently to reduce your costs should you break your lease. You must pay a full months' rent for every month until a new Tenant is secured. When the new Tenant moves in, your obligation for future rental payments ceases. Forfeiture of the security deposit does not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning and check-out and leave the premises clean, undamaged and ready for occupancy. If you should break your lease you will be responsible for all costs incurred in securing a new Tenant. Following is a list of the most common charges for breaking a lease. These are some, but not all of the possible charges:

- Rent until the new lease takes effect
- Lawn maintenance
- Utilities (keep them on in your name until notified of a new Tenant)
- Damages upon move out
- A re-leasing and/or breaking lease fee which covers expenses incurred to market the property for rent after you break the lease.
- Forfeiture of Security Deposit as allowed under the lease and Landlord Tenant Act

MARKETING DURING THE NOTICE PERIOD

Marketing During the Notice Period- After you have given notice that you intend to move, the property may be listed for sale or rent. The most probable showing hours are between 9:00am and 6:00pm. The property must

be available and in good condition during the market time. Illness and children's birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out of town guests, and no one home are not acceptable reasons to reschedule.

You will be called prior to showing and given reasonable notice as defined by Florida Law. **If there is no answer or no answering system, the call is still considered notice.** If necessary, we will post a legal notice to enter if Tenant denies reasonable access to the property during this time. The Tenant does not have to be present and agents can enter with a key if granted permission to ease the stress of showings.

Minimum showing conditions:

- Floors are recently vacuumed; clutter free, especially no piles of dirty clothes
- Kitchen and bathrooms are clean, sinks are clean and empty
- Walls are clean and unmarred
- All beds made and rooms neat
- Animals are out of the way and secured; litter boxes are clean and odor free
- TV is off or volume turned low so as not to be intrusive
- Yard is mowed, trimmed and in good condition
- Blinds/curtains are open and home is well lit when possible

Extra effort on your part is expected in keeping the house and yard neat and clean during the marketing period.

The better a home shows, the more likely it will rent or sell quickly. The faster a new resident is found, the less you will be bothered by showings. Please extend the same respect you would hope for when house hunting to others and cooperate for showings. A home that shows well benefits everyone!

PREPARING TO VACATE

Communicating with your property manager is the key for receiving your deposit! Your property manager is in the office Monday- Friday 8:30 to 4:30 and would be happy to answer your questions. Email us your questions to info@PensacolaRealtyMasters.com We also have a video on our website under the "Move Out Notice" page that will be very helpful for you as well as a copy of these move out guidelines.

Carpet Cleaning- Carpets **must be PROFESSIONALLY** cleaned by a licensed and insured carpet cleaning company when you turn over possession of the property. If you have a pet, you must show proof on the carpet cleaning receipt that carpets have been treated with a pet enzyme treatment. Receipt must be provided to management upon vacating in addition to your keys. **Chemical dry cleaning, owned/rented machines, and unlicensed and uninsured companies are unacceptable.** Not obeying these guidelines will result in a charge for carpet cleaning from your deposit. Although you are free to use the licensed/insured carpet cleaning company of your choice, we suggest using the following vendors that may offer a discounted rate for Realty Masters tenants: Escarosa Cleaning and Restoration at 850-432-6060 and KleenCare Carpet at 850-995-0902, or Blue Angels Multi Surface Cleaning at 850-525-5403.

Full Deep Cleaning- The home must be deep cleaned prior to move out. This may take a few days to do properly if home was not cleaned weekly during occupancy. Make sure to plan enough time to complete the Move-Out Cleaning Checklist, which is attached, to ensure you will receive full cleaning credit on your deposit. To ease the stress of moving, many residents prefer using a professional company for this service as well. Please note you are responsible for arranging payment if contacting any of our partner companies directly. If you hire a cleaning company upon move out, please provide a copy of the receipt in your move out envelope. Contact our office for a list of cleaning vendors, and we can provide recommendations.

Forwarding Your Mail- Please visit USPS.com/move to change your address online or go to your local post office to submit a change of address.

Utilities Upon Move Out- **All utilities are to be left on for three business days after your scheduled move out date and/or date of key return**, whichever is later. If utilities are not on for your move out evaluation or if you vacate and leave the property in a condition that requires the landlord to make repairs and/or clean the premises because of your actions, you will be charged a \$75.00 fee for the expense of the utilities required to make such repairs or clean the premises.

Trash Service- Any trash left outside the can or on the curb will NOT be hauled off by your utility company. Some utility companies offer a bulk pick up service included in your bill BUT you must call and schedule a curbside pickup and follow the appropriate guidelines. Items such as furniture, beds, couches, etc. are too large and WILL NOT be picked up. You will be charged for a dump service to haul off any trash, furniture, or personal items left inside or outside the home.

Return of Keys- You must have your keys returned to the Realty Masters office on or before the last day of the month or agreed upon legal possession date. In the event all keys are not returned upon move out, there will be a minimum charge of \$75.00 to re-key the property. **Keys are not to be left in the property and must be returned to the office.** In the event garage remotes are not returned upon move out, there will be a minimum charge of \$75.00.

Please label keys and place in the envelope provided with these guidelines. Our office is open Monday- Friday 8-5 and Saturday from 8-2. You can leave your labeled keys in the drop box if our office is closed. You must include the following: (1) Cleaning Checklist and (2) Signed Tenant Move-Out Survey and (3) professional carpet cleaning receipt. Please include any mailbox keys if applicable. Garage remotes are to be left in the kitchen of the property. **If we do not receive your keys by the last day of the month, you will be charged hold over (double) rent for each day until they are returned.**

MOVE OUT EVALUATION

The Move-Out/Check out Condition Survey- **Keys and professional carpet cleaning receipts must be turned in to the office before an inspection will be done. Inspections are done after keys and receipts have been turned in.** Move in and move out evaluation reports will be compared and used to determine damages, if any, along with the pictures of the move out evaluation. Move out surveys are made only after you have completely vacated the premise, the premises are cleaned, carpets are professionally cleaned and dry (receipt required, chemical dry cleaning is unacceptable), the yard is mowed and edged, all trash hauled off, shrubs trimmed, flower beds have fresh bedding, and you have turned over the keys and professional carpet cleaning receipt to the office. A room-by-room check will be made, including interior, exterior, grounds, appliances, windows, curtains, blinds, etc.

The move out cleaning checklist and guidelines are attached. Upon receipt of your written notice to vacate, another copy will be sent to you. Most Tenants who use the guidelines pass the survey on the first appointment. *A re-inspection fee (minimum, \$35.00) will be charged for each return trip that is required after the first inspection should the evaluator need to go back for any reason.*

RETURN OF THE SECURITY DEPOSIT

***Important Note*- THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!**

Florida Law- The security deposit will be refunded in accordance with Florida Statutes §83.49. In summary, it provides that upon the vacating the premises at the termination of the lease, the landlord shall have 15 days to return the security deposit if the landlord does not intend to impose a claim on the security deposit. If the landlord is making any claim on the security deposit, the landlord shall have 30 days to give the tenant written notice of the landlord's intention to impose a claim on the deposit and the reason for imposing the claim.

- The security deposit claim must be **mailed certified mail** and must be postmarked within the 30th day after the tenant returned possession of the property and turned over keys.
- The security deposit refund **must be made in all current lease holders names**, and the check cannot be made out to a party that is not on the lease. If there are multiple parties on the lease, all parties must be present at your bank to cash the security deposit check.

Security Deposit Timeline- Per Florida Landlord Tenant Law, we must wait an additional 15 days after Tenant's receipt of the Landlord's notice of intention to impose a claim to see if the Tenant objects to the imposition of the landlord's claim or the amount. If no objection is received within the time period, the landlord may then deduct the amount of his or her claim and shall remit the balance of the deposit to the Tenant within 30 days after the date of the notice of intention to impose a claim.

Determination of Charges- Realty Masters forwards all inspections, photos, and videos to the property owner who makes the determination regarding any necessary damage charges to your security deposit. We will compare the inspections and photos from prior to your move in, any renewal evaluations, the move in inspection you completed, and the current move out evaluation in order to determine charges **above and beyond normal wear and tear**. Any past due balances will also be deducted from the security deposit.

Receiving a Full Deposit Refund- We want all of our tenants to receive their deposit back! That means the house was ready for move in for the next resident less routine maintenance items and upgrades. Please let us know if you have any questions on how to receive your full deposit back.

The following are the requirements for a full refund:

- Have given thirty (30) days written notice prior to vacating at the end of the lease
- Have left the premises clean and undamaged and followed the checkout procedures
- Have left all walls clean and unmarred. (Homes are NOT painted between each Tenant)
- Have paid all charges and rents due
- Have removed all debris, rubbish, and discarded all items from the premises
- Have provided a forwarding street address and a telephone number. As we must mail your claim form certified mail, P.O. Boxes are NOT accepted as a forwarding address.
- Have an acceptable move-out/check-out condition survey report by the Property Manager, Landlord, and/or Evaluation Team

Security Deposit Dispute- If you do not agree with the charges on your security deposit claim, you must **put your objecting in writing** and send it to our office within **15 calendar days** per Florida Statute. Realty Masters has a Security Deposit Resolution Committee, comprised of team members other than your Property Manager, who review the dispute as an unbiased third party. We will review any documentation we receive from the Landlord, Property Manager, Vendors, and Tenant to make a ruling on the security deposit dispute. Sometimes our Landlords and Tenants do not agree on a charge which is why we offer this service. Realty Masters is one of the only companies in town who offers this review process. Please allow us to review your claim and any documentation you may have to support your position.

Collections- It is our policy to use a collection agency to collect past due balances. Please note, if you leave owing a balance and do not contact your property manager to schedule a payment plan, you will be turned over to collections within 60 days.

The moving process is hard. If you do not invest time in resources in preparing the home for your move, you will not receive a full refund. If you run out of time and want our help with cleaning services, reach out and let us know. Contact us with Questions! Please remember to reach out at any time with questions about the process.



MOVE-OUT CLEANING CHECKLIST & PROCEDURES

This form must be returned to office upon move out!

GENERAL – ALL AREAS

- Windows, windowsills, sash & frames are clean
- Blinds are all thoroughly washed
- Base boards, molding, and trim washed
- Ceiling free of cobwebs
- Walls and doors wiped & washed down
- Sliding door tracks free of dirt
- All vents & a/c registers cleaned
- Outlets and switch plate covers cleaned
- Carpets **professionally** cleaned (include your receipt)
- All vinyl/ tile/ wood surfaces swept & mopped
- All nail holes & dents on wall are filled & smooth. **Touch ups must match wall color or you must paint the entire wall!**
- Replace all smoke & CO detector batteries
- All burnt out light bulbs replaced throughout with 60 watt bulbs unless otherwise stated

KITCHEN

- Cupboards and drawers emptied and cleaned
- Outside of cabinets cleaned with mild soap
- Finish wood cabinets with Scotts Liquid Gold
- Fridge & freezer emptied & cleaned with white vinegar including trays, shelves, seal, handle
- Top and outside of fridge/freezer cleaned
- Fridge/freezer pulled out and floor cleaned underneath
- Stove cleaned including outside, inside, underneath, around & racks/ drawers
- Stove drip pans replaced
- Stove hood vent cleaned or replaced
- Sink scoured and caulked if necessary
- Floor and baseboards scrubbed
- All surface areas cleaned
- Dishwasher surfaces cleaned

LIVING ROOM/ HALLWAYS/ BEDROOMS

- Air conditioner filter, grate & cover clean
- Thermostat set to 78 in summer/ 68 in winter
- Clean & sweep out fireplace & screen
- Heat vents and registers wiped off
- Baseboards cleaned
- Carpets vacuumed

BATHROOMS

- Exhaust fans cleaned
- Medicine cabinets emptied and cleaned
- Toilet tank, bowl and base scrubbed
- Replace toilet seat if needed
- Floor and baseboards scrubbed
- Sink cleaned
- Shower curtain removed
- Outlets and switch plate covers cleaned
- Vanity surface and under vanity cleaned
- Mirror cleaned
- Tub/ Shower floor and walls scrubbed (free of soap scum and mildew)
- Tub/ Shower and around countertops caulked

LAWN

- PETS: Remove all pet droppings and dispose
- Mow lawn and pick up any trash
- Walkways & driveways swept & edged
- Rake all leaves on premises & bag
- Trim all hedges & shrubs below 4 feet
- Remove weeds from fence, house & beds
- Replace flower beds with fresh bedding

GARAGE/ PATIOS/ DECKS/ STORAGE

- Empty and clean out storage and/or garage
- Sweep ceilings and walls for cobwebs
- Sweep and mop floors
- Pressure wash any bad stains/ oil & grease
- Clean out dryer exhaust vent

EXTERIOR

- All exterior doors washed
- Wash all windows and rinse screens
- Wash mailbox and post with soap
- All screens secured on windows
- All doors and windows are locked
- All trash and belongings are removed from the home and the yard!

GARBAGE: You must call your local sanitation department to schedule a pick up for any boxes, excess trash, furniture, or other home goods. Failure to do so will result in a minimum fee of \$50.

Realty Masters Resident Move Out Survey

Please fill out the following and include it with your keys in the move out envelope provided. Thank you!

Date: _____ Tenant(s) Name(s): _____

Vacating Property Address: _____

Move Out Date: _____ Lease Expiration Date: _____

State your reason for moving: _____

My / our forwarding address & phone number is: _____

(This is required for the return of your security deposit- Must be sent certified mail! No PO Boxes.)

Did you forward your mail? Yes No Did you schedule Trash Pick Up? Yes No Date _____

Date utilities will be disconnected Power _____ Water/Trash _____ Gas _____

Did you have carpets professionally cleaned? Yes No N/A If yes, company: _____

Did you have home professionally cleaned? Yes No If yes, company: _____

Did you remove all personal belongings from the inside and outside of the property? Yes No _____

YOUR OPINION MATTERS! Please tell us about your time at the property:

What have you liked most about your residence? _____

What improvements would you have wanted for your residence? _____

On a scale of 1 to 10, with 10 being best, how would you rate your overall satisfaction?

Your Rental? ____ Why? _____

Friendliness of Staff? ____ Why? _____

Communication with Staff? ____ Why? _____

Speed of Service? ____ Why? _____

What did you like least about your residence or our service? _____

Do you have any other suggestions to improve the quality of living or services for future residents? _____

Tenant Signature: _____ Tenant Signature: _____