

Move-Out Policy & Procedures

Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary.

MSRI tenants are required to give a 60-day notice. You may complete, sign and then drop off, email or mail the Notice to Vacate form to our office. If you complete the Notice to Vacate Online, it must be submitted with ALL of the email addresses that we have on file for all Lessees.

Whether by form or online, you will be required to you indicate that you have read and agree to the terms, as follows:

1. I (we) understand I (we) will be receiving a follow up letter or email from MSRI regarding my (our) move and receipt of this notice. If I do not receive the notice within 2-business days, I will administration at admin@msricorp.com or 706.210.2646 extension: 101.
2. I (we) understand I (we) are obligated to pay the rent, keep the utilities on in mine (our) name and, maintain the lawn and pest control until the end of mine (our) notice or the lease term, whichever is greater. If you are a military servicemember and you've received orders, please submit your notice as soon as you know and just be sure to give us a copy of your orders for our records before you vacate.
3. If I (we) are vacating the property *before* the end of the term, I (we) understand that my (our) security deposit transmittal will be forfeited (will not be returned), and I (we) must settle any security deposits with the other tenants on the rental/lease agreement.
4. I (we) understand that I (we) are obligated to pay any unpaid repairs, rents, fees, and other charges due and they may be deducted from any available tenant deposits; and (I) we understand that any balance due beyond the available tenant deposits will be due immediately; and I (we) must settle any disputes regarding the balance due with the other tenants on the rental/lease agreement.
5. I (we) understand the balance of our security deposit transmittal will be sent after vacating the property and within the 30-days required by law. We understand MSRI does not issue the security deposit until after I (we) vacate the premises and a walk-through is completed and issues noted on the Move Out are resolved and expenses deducted from the security deposit.
6. I (we) understand if I (we) fail to fulfill the terms of my (our) obligations, a negative credit report reflecting my (our) credit may be submitted to a credit-reporting agency.

You must receive back a Notice of Receipt from our office to the email you have provided for the notice to be deemed received. If you have not received the notice within 2 business days, please contact our office at admin@msricorp.com or 706.210.2646 extension: 101.

Before giving notice

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when your lease term expires. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your MSRI management team to discuss your options.
- Notices must be in writing. The day MSRI receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date on the notice or the date you mailed it is the notice date. The effective notice date is the date the notice is received by MSRI.
- You may either print the Resident Notice to Vacate and sign it and then mail it, email it to admin@msricorp.com, or fax it to our office. MSRI will accept the online Tenant Notice to Vacate only if all Leasees fill out their names and the email address we have on record for them.
- Remember to supply a forwarding address and telephone number for your security deposit refund and close out documentation.

Setting up your move out appointment

- After you submit your Notice to Vacate, MSRI will send you a verification that the notice has been received. This will instruct you on what to do during the notice period, and how to set up your move out appointment.
- MSRI only performs move out appointments during weekdays, **10 am to 6 pm**.
- It is the responsibility of the resident to deliver all keys (doors, pool, storage, etc.) and openers (i.e. garage) or remotes (i.e. fireplace, fans, etc.) to MSRI, either at the move out appointment or delivery to the MSRI office.
- Failure to deliver keys, openers, and remotes will incur additional charges for replacing these lost items. Remember the cost to have the home rekeyed will be charged and deducted from the security deposit, if available.
- Use the MSRI Move-Out Checklist so you remember important details.

Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your MSRI management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

Carpet Cleaning

- Carpet cleaning must be completed by a professional carpet company and the receipt provided to MSRI at the time of move-out or prior. Without a receipt from a professional, MSRI will hire a carpet cleaning company and deduct the expense from the security deposit.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- Call MSRI for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning and who we know will guarantee their work.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of MSRI, and a receipt is required during the walk through inspection.
- Tenants, please note: MSRI will not reimburse for any carpet cleaning contracted by tenants.
- You will be charged to re-clean the carpets or replace the carpets if you have had pets and any odors and stains re-appear after the carpet has fully dried.
- You will be charged to re-clean the carpets or replace the carpets if you have soiled carpets exceeding normal wear and tear.

Cleaning

- Tenant caused dirt is not normal “wear and tear.”
- The home must be completed by a professional cleaning company and they have the property clean throughout the interior and the exterior.
- The receipt provided to MSRI at the time of move-out or prior. Without a receipt from a professional, MSRI will hire a carpet cleaning company and deduct the expense from the security deposit.
- Only receipts from a professional and reputable cleaning company will be accepted.
- Call MSRI for a recommendation on a professional who will give you reasonable rates on cleaning and who we know will guarantee their work.

- If you hire another professional cleaner, the cleaner must guarantee their work to the satisfaction of MSRI, and a receipt is required during the walk through inspection. If the home is not cleaned to professional standards, it will be up to you to contact the cleaner and have arrange to have the cleaning completed within 24hrs after the walk through. If the cleaner has not resolved the issues with 24hrs, MSRI will hire a professional cleaner to complete the work and deduct the cleaning expense from the security deposit.
- Please review and print the Move-Out Checklist for yours and your professional cleaner's reference.
- The checklist is a guide for the needed cleaning items to be completed, but the quality of the cleaning is what the *professional* is responsible for achieving and for your reference we have included the following examples:
 - Cleaning a window entails cleaning the windows inside and out, window sills and door casings, mini-blinds
 - Cleaning the kitchen includes, wiping out drawers and shelves, all appliances, cleaning the microwave or vents filters, cleaning the refrigerator and dry well - DO NOT turn off the refrigerator.
 - Cleaning the bathrooms includes sinks, toilets, bath tubs, showers, vanities, *light fixtures*,
 - Please don't let your professional forget the fireplaces and the removal of cobwebs inside and out.
- Remember to pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Draperies/window coverings/windows

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
 - You have not been using the draperies provided and/or have not kept them in good condition
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out.

Replacements

- The following must be in working order to avoid charges when moving out:
 - Burned out light bulbs
 - Non-working smoke detector batteries
 - Missing doorstops

- Furnace filters - change the filter just before you vacate the property, and please make sure you use the correct size.

Pest control

- If you have a pet, leave an adequate supply of insect/flea foggers. The minimum required is four (4) foggers. If you have three bedrooms, two baths, and 2-car garage home or larger, you must supply a minimum of six (6) foggers. There is a charge if you do not leave the foggers unopened in the property. Foggers are available at the MSRI office for \$25.00 - \$50.00 depending on the size and number of floors of the home.
- If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges. Therefore, follow the proceedings for using the foggers.
- All foggers must be left unopened and given to agent during walk through inspection.
- MSRI will place and discharge them after the walk-through.
- If you fail to leave the proper number of foggers, there will be a charge.

Landscape clean up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense. If the trash remains on the curb after the move-out date, MSRI will have it hauled away and the expense deducted from the security deposit.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

Painting

- We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear for the length of time in the property. Refer to your lease to regarding the accepted wear and tear for hanging pictures. If anything is hung that requires spackle or putty to conceal, this would not be considered normal wear and tear and you will be responsible for the repair and paint expense.

Your security deposit refund

When you follow the move out procedures, leave the property in good condition, it simplifies the task of refunding your security deposit. MSRI remits security deposit transmittals within 30 days in accordance with the state landlord/tenant law.

Remember, MSRI wants your move out to be a pleasant and successful process, so please call the office if you have any questions or issues.

Applicable Rent Refunds

If you paid a full month's rent and another tenant moves in and pays rents for that same month, the amount of rents paid by the new tenant for the same period will be mailed to you either with your security deposit refund or if no security deposit refund is due, by the 10th of the following month.

Rent refunds are only applicable if a new tenant takes possession (moves-in) and occupies the home for the same period that you have already paid rents.