



RMS Team does not profit or receive a single dollar of any portion of any deposit that is held. It all goes to the property owner to pay to put the property back into the condition it was when you moved in, less normal wear & tear. Most residents are shocked and angry at the cost for us to have the property properly cleaned and maintained. Please keep in mind that we are required to use licensed and insured contractors when completing any work at the property.

Over the last several years, the most common items that we have had to forfeit dollars from residents Security Deposits are not necessarily for damages, but for lack of routine cleaning and maintenance.

The primary reason for this is lack of planning and not counting on how much time you will need to properly prepare the house for return of possession to Management. It always takes longer than you think, so prepare for that probability. We suggest you give yourself time to come back and clean after all of your possessions have been removed from the property.

The first mistake that residents make is not returning all keys, garage remotes and HOA passes, keys etc. that were issued to you. As a reminder, keys need to be turned into the office with the signed Release of Possession form. Even after hours, you will be able to fit them into the drop box by our front door. All garage remoted and HOA keys, passes etc. should be left at the property.

The top three (3) things that are not correctly taken care of at the time the keys are returned are:

1. Property Not Cleaned-Follow the Move out Cleaning guide provided to you with your lease (Appendix A). If you need another copy, please notify the office in writing and we will be happy to send you another copy. For best results, if you are not sure-clean it!
2. Trash, Debris, and Personal Items not removed from the property-If you return possession to Management and leave trash at the end of the driveway for a trash company to be picked up and it is still there when we perform the move out inspection, we will charge you for hauling off the trash.
3. Yard not freshly maintained-If lawn maintenance is a part of your responsibility in your lease, then make sure you give yourself time to mow the grass, trim the shrubs, rake the leaves, weed the beds and police the yard for trash BEFORE you return possession. It must be freshly done at the time you return possession to Management.

Other common issues we observe:

1. No flea and tick treatment receipt if you have had a pet at the property-even visiting pets!
2. Broken/Damaged blinds
3. Body oil stains around door knobs, light switches, and bedroom walls where there is no headboard. The body (pets included) excretes oils through the skin and scalp which is transferred to surfaces whenever touched. These oils need to be cleaned and then sealed and primed to prepare the wall for paint. Please note that this is NOT considered normal wear and tear!
4. Carpet not professionally cleaned as stated in the lease.

Please contact RMS Team with any questions or concerns regarding your Move-Out Experience. We are here to help in any way we can to make this experience less stressful.