

TRU ASSET MANAGEMENT LLC
15510 Vance Jackson #101
San Antonio TX 78249
210-301-2081
info@tru-am.com
www.truassetmanagement.com



MOVE OUT INSTRUCTIONS

You are required to return the property in the same condition as it was when you moved in, so your next step is to inspect the home for any damage you may have caused over your time there. Make sure you check the property against the condition report from when you moved in to find out what exactly you are responsible for.

Normal wear and tear are expected and acceptable, but you will be held responsible for nail, screw and anchor holes you have made on the walls for hanging pictures and other things. Small nail holes are considered normal wear and tear unless it is excessive. Residents will be held responsible for any holes greater than the size of a pin nail. **We do not recommend you try to spackle and spot paint the walls as this may cause a discoloration of spot painted areas that would require the whole wall to be painted and charged to you. Spot painting areas of any walls is not acceptable and will result in a paint charge out of security deposit.** Items such as light bulbs, blinds, smoke alarm batteries, etc. may need to be replaced if not functioning as per move in condition. If any items are replaced, they need to be of the same quality and items left behind without proper installation will not be used for repair. We suggest hiring a professional to take care of these items as any items not done correctly will be charged to the Resident and deducted from the security deposit.

Per the terms of your lease, Tru Asset Management LLC has 30 days to return your security deposit. Security deposit itemizations will be sent electronically via DocuSign and funds are sent electronically to the bank account we have on file in your tenant portal. Refunds cannot be picked up at the office or discussed over the phone. **NOTE: Property owners, not Tru Asset Management LLC, make final decisions on Resident charges from security deposits.**

Resident: _____

You must provide the office a complete forwarding address. The property is not considered “Surrendered” until our office receives a forwarding address. All keys, garage door remotes, gate remotes etc. must be left at the property on the kitchen counter when you vacate. One key can be taken with you so you can lock the front door. Mailbox keys should be returned to the post office with a change of address form. If mailbox keys were issued to you from our office, please be sure to leave those as well.

Resident: _____

Call utility companies and arrange for final readings. Utilities must be on for **three 3 (days)** after vacating in order to accomplish move-out assessment. **If the utilities are not on for the move-out**

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assessment, tenants will be charged a \$65 trip charge. Any delays caused by the utilities not being turned on will delay the return of your security deposit.

Resident: _____

We will conduct a final move-out assessment after all furnishings have been removed, all cleaning accomplished, and once you have fully vacated, to document the condition that you left the property. The property manager will compare the move-in pictures and documentation with the move-out pictures, after you move-out to determine if there are any charges against your security deposit. Note: Supplies left behind will not be used for repairs or maintenance by our vendors (ex. Extra light bulbs in the garage will not be used for bulbs that have burned out in the property).

Resident: _____

The HVAC filter should be changed upon moving out. Residents will be charged for a complete HVAC service (to include coil cleaning) if property is found with a dirty or missing filter.

Resident: _____

PEST CONTROL: If the property is found to have an excess of ants, roaches, spiders, fleas, cobwebs, etc., you may be responsible for professional extermination upon move-out.

Resident: _____

Move Out Assessments are not done with Residents present at the property.

- All personal belongings must be removed from the premises.
- Haul-off of any personal belongings and/or trash will be at Resident's expense.
- This includes trash left in trash bins as trash companies will not pick up containers on vacant properties.

RESIDENTS ARE RESPONSIBLE FOR ALL ITEMS BELOW

HOUSE CLEANING: Residents are required to have the property PROFESSIONALLY CLEANED at the time of move-out. This must be done after you have completely removed all your belongings and vacated the property. A receipt from a professional cleaning company must be provided with your keys. Residents will be charged for a full cleaning if the property is not cleaned properly to our standards upon move out.

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CARPET CLEANING: Residents are required to have the carpets **PROFESSIONALLY CLEANED** at the time of move-out. This must be done after you have completely removed all your belongings and vacated the property. A receipt from a professional carpet cleaning company must be provided with your keys. **DO NOT rent machines from a store or use home cleaning machines.** Only professional cleaning is acceptable. If you hire a carpet cleaner other than the recommended vendors, **BE SURE** the carpet cleaner will guarantee their work to Tru Asset Management LLC standards / satisfaction. If the cleaning is not done to industry standards, and the company does not guarantee their work, Residents will be charged for complete carpet cleaning. If any odors resurface after you have vacated the property, Residents will be responsible for charges incurred to remove the odor.

PETS: Be sure to have any spot treatments or pet treatments done as needed. If any pet odors resurface after you have vacated the property, Residents will be responsible for charges incurred to remove the odor. If you currently have a pet in the property, a flea treatment of the property is required as a precautionary for future Residents. An invoice or receipt from a professional pest control company must be provided with your keys.

YARD MAINTENANCE: A final maintenance of the yard is required by the Resident prior to moving out. Yard maintenance is defined in the lease agreement. Items such as mowing the grass, removing weeds, trimming bushes, raking leaves and disposing of all outside debris should be done prior to move out.. If none of these are done, this will result in residents being charged for this service.

OTHER: _____

MOVE-OUT PROCEDURES (Cont.)

The Following are requirements for the cleaning of the property.

- Clean vinyl, wood and/or tile flooring. Clean and dust all baseboards.
- Be sure to clean or replace Air Conditioner filters with pleated filters as you vacate the property. HVAC and water heater enclosures should be vacuumed.
- Doors, walls, baseboards and ceiling must be cleaned and free of cobwebs, lint, and dirt.
- Clean fireplace, hearth and mantle, remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing.
- Clean ALL wall switch plates and outlet covers.

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- Clean ALL windows inside and out, clean window sills, mini-blinds and vertical slats thoroughly. Be careful not to bend or damage the slats when cleaning.
- Clean mirrors, windows, and sliding glass doors with glass cleaner. Also, clean the windows and sliding glass door tracks.
- Clean ceiling fans & light fixtures. Replace burned out or missing light bulbs, be sure to use the correct wattage and type. Replace broken globes. Make sure the ceiling fan blades including the top and light kits are clean. Also, check the ceiling surrounding all fans. Often dust has gathered by the fans and adheres to the ceiling. One of the easiest ways to clean this is to lightly sweep the ceiling with a broom.
- Smoke alarms must be operative. **Replace batteries as necessary.**
- Clean ALL closets, storage spaces and shelving free of dust, spider webs and miscellaneous debris.

KITCHEN:

- Clean oven, stove and under drip pans. If the drip pans and rings on the range are not clean and in “like-new” condition, it would be more economical for you to replace them yourself, rather than to be charged for them. Foil covering drip pans is not acceptable.
- Clean oven/range hood vent including filter. *Place the hood filter in the dishwashing cycle to clean.*
- Wash out the refrigerator and compartments, including the freezer. Don’t forget to wash off the top exterior of the refrigerator and clean the rubber gasket around the refrigerator and freezer door. Clean bottom vent.
- Clean dishwasher. Run the empty dishwasher one last time. Wipe down the gasket, door and surrounding areas.
- Replace all appliance bulbs that may be burned out.
- Be sure garbage disposal is clean and free of debris. (Do not use fingers to check).
Return/replace sink stoppers.
- All Countertops, cabinets and drawers must be cleaned.
- All cabinets must be cleaned - Thoroughly clean and wipe the inside & outside of all cabinets.
- All drawers must be cleaned - Thoroughly clean and wipe the inside of all cabinet drawers and shelves.
- Clean sinks and faucets - free of stains, scale and rust. Return stoppers to sink.

BATHROOMS:

- Clean counter tops, sink(s), soap dishes, tiles, fixtures, tub and/or showers. Be certain they are free of mold/mildew, soap scum, scale and rust.
- Clean mirrors, light fixtures and medicine cabinets.
- Thoroughly clean and wipe the inside & outside of all cabinets.

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- Thoroughly clean and wipe the inside of all cabinet drawers and shelves
- Clean toilets inside and out and remove all lime deposits. Clean toilet seat surfaces, top and bottom.

OUTSIDE:

- Lawns must be neatly mowed and edged, trees and shrubs trimmed or pruned, yard watered and all trash and debris removed. Any trash left behind in trash bins after moving out will result in disposal charge from security deposit if not picked up by trash company prior to move out assessment.
- Rake up and dispose of leaves around the exterior of the property.
- Any animal droppings are to be picked up and disposed of.
- All bulky trash and garbage must be removed from the premises (including curbside). If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away.
- Replace damaged screens and windows.
- Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.
- Repair pet damage and treat for fleas / ticks etc.
- Clean outdoor light globe(s) replace burned out or missing light bulbs.

When you hire a professional cleaning service you should provide them a list of what is expected and oversee/inspect their work. Please follow the above instructions carefully. You may contact our office for a list of recommended vendors. We highly encourage using our recommended vendors as work is normally not guaranteed by outside vendors and this may affect your security deposit.

Residents are not permitted back into the property after vacating.





COMMON ITEMS THAT CAUSE SECURITY DEPOSIT DEDUCTIONS

- Inside of cabinets and drawers not cleaned
- Inside and outside of appliances not cleaned
- Behind appliances not cleaned
- Excessive nail holes, anchor and screw holes
- Spot paint color does not match or spackling of nail, anchor, or screw holes
- Carpet has excessive stains
- Light bulbs out
- Smoke alarms beeping due to batteries not being replaced
- HVAC filter not replaced
- Broken blinds or window screens
- Door stoppers missing
- Landscaping (grass not cut, bushes not trimmed, leaves not raked, small tree limbs not cut, trash all around the yard, etc.)

Upon leaving, please be sure to fully secure the property by locking all windows and doors. **Do not lock the Keyless Deadbolts!!!** All house keys, garage remotes, pool passes, etc. must be left inside the property on the kitchen counter. If there is not a way to lock the front door without a key when you leave, please take a key with you so you are able to lock the front door.

Resident fully understands that the carpet must be professionally cleaned, and invoices provided. If pets were at the property, additional carpet cleaning/pet treatment and flea treatment from a pest control company are required with invoices provided.

*****If invoices are not provided or the property does not meet the criteria listed in these instructions during the final assessment conducted by a third-party vendor, the Resident will be held responsible for the cost of required services and an additional \$50 coordination fee for each service provided.*****

Signature: _____ Signature: _____

Name: _____ Name: _____

Date: _____ Date: _____

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Signature: _____ Signature: _____

Name: _____ Name: _____

Date: _____ Date: _____