



## MOVE-OUT GUIDELINES & CHECKLIST

We appreciate your help in keeping our rental properties in great condition! To ensure a smooth move-out and the full return of your security deposit, please follow these guidelines and complete the cleaning checklist below.

If all items are completed as indicated to our satisfaction, you can expect to receive most/if not all of your security deposit within 30 days via certified mail to the return address you provided. If cleaning is not satisfactory, we will need to hire someone to clean at the rate of \$35/hour for their services. These charges will be deducted from your security deposit. We truly appreciate your cooperation with returning the property in the best condition possible.

- Your security deposit is held to cover any damages to the property beyond normal wear and tear or other charges you may incur during your tenancy. It's important to remember that **your security deposit cannot be used to cover your final month's rent**. Any unpaid rent, utilities or fees remaining from your lease term will trigger eviction proceedings, if not paid before your lease expires.
- The property is to be completely vacant by 4pm Eastern on the last day of your lease (or last day of notice given/provided to you in writing).
  - Any/all trash, debris, and personal possessions are to be removed from the premises. **You will not be permitted to go back on site for trash day**. If there is trash on-site when we complete our walk-through, We will deduct the costs of removal from your deposit at the rate of \$100/cubic yard, minimum. Please make arrangements to have bulk pick up & trash thrown away prior to returning your keys to avoid any charges for trash out/removal of debris.
- Leave all nails in the walls. We will not charge you for filling nail holes unless there is an unusual quantity (more than 5 per wall). Screw holes, bracket holes, stickers/decals, tape/glue left in the wall will require patch/paint of \$45/per wall minimum.
- Return all unit, mailbox, basement, and garage keys, as well as any garage door openers in an envelope along with your forwarding address – **ALL KEYS MUST BE DROPPED OFF IN PERSON TO OUR BEDFORD HEIGHTS OFFICE ADDRESS (below) DURING BUSINESS HOURS.**
  - ***If you are unable to drop off your keys while our staff is in office, please reach out to [customerservice@rentcle.com](mailto:customerservice@rentcle.com) prior to the last day of your lease for further instructions.***
- Contact Illuminating Company/Cleveland Public Power (whichever is servicing you) & Enbridge Gas Ohio/Columbia Gas of Ohio to take final meter readings prior to the end of the lease term unless electricity/gas is included in your rent. Utilities must be kept in your name until the end of the lease. Our office will call to transfer utilities on the same day that we receive your keys in the office. ***If any freeze damage or other damages occur due to having services terminated prior to returning your keys, the resident will be charged/held accountable for these damages.***
  - [The Illuminating Company](#)
  - [Cleveland Public Power](#)
  - [Enbridge Gas Ohio](#)
  - [Columbia Gas of Ohio](#)
- Furnish the Post Office with your forwarding address online at [usps.com](https://usps.com). This helps to ensure you receive your

security deposit at your new address. **We are not responsible for lost checks.**

- Arrange for your phone service, security system, and cable/internet to be disconnected **PRIOR** to move out.
- All carpets must be professionally cleaned. Cleaning is to be done at your expense. You may arrange for your own professional cleaning but **must provide a bona fide receipt from a licensed & registered company** and work must be completed satisfactorily. A charge of at least \$50 per area (hallways, closets, landings & steps are included as well) will apply if you do not supply the receipt prior to or at key drop off to our office. (Stains/damages beyond cleaning are an additional charge).

**OFFICE ADDRESS** – Keys to be turned in, with forwarding address on or before the **LAST DAY** of your lease (or if the last day of your lease is Saturday/Sunday, the 1<sup>st</sup> business day following) by 4pm Eastern. Keys will not be accepted outside of office hours. ***Please chat upon arrival to be let in and to fill out a returned key form.*** If you are unable to coordinate your key drop off during our regular office hours, please reach out to [customerservice@rentcle.com](mailto:customerservice@rentcle.com) prior to the last day of your lease for further instructions.

Our address is:

5386 Majestic Parkway, Suite #9  
Bedford Heights, OH 44146

CHAT OR EMAIL - Monday through Friday 9am to 4pm Eastern

Chat Feature: [www.rentcle.com](http://www.rentcle.com) or Email: [customerservice@rentcle.com](mailto:customerservice@rentcle.com)

## MOVE-OUT CLEANING CHECKLIST

<p>Entryway:</p> <ul style="list-style-type: none"><li>● High dust, remove cobwebs</li><li>● Clean door, knobs &amp; frame</li><li>● Clean light fixture, switch &amp; outlet plates</li><li>● Vacuum floor</li></ul>	<p>Bathroom:</p> <ul style="list-style-type: none"><li>● High dust, remove cobwebs</li><li>● Clean door, knobs &amp; frame</li><li>● Clean light fixture, switch &amp; outlet plates</li><li>● Clean vanity, mirror &amp; countertops</li><li>● Clean shelves &amp; drawers</li><li>● Clean towel rack &amp; toilet paper holder</li><li>● Clean &amp; sanitize toilet</li><li>● Clean shower/tub &amp; drain</li><li>● Clean ceiling fan</li><li>● Wash baseboards</li><li>● Clean in/out windows, tracks &amp; blinds</li><li>● Clean heater vent</li><li>● Sweep &amp; mop floor</li></ul>
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<p>Living Room/Dining Room:</p> <ul style="list-style-type: none"> <li>● High dust, remove cobwebs</li> <li>● Clean in/out of windows, tracks &amp; blinds</li> <li>● Clean light fixtures, switches &amp; outlet plates</li> <li>● Wash baseboards</li> <li>● Vacuum/sweep the floor</li> </ul>	<p>Bedrooms:</p> <ul style="list-style-type: none"> <li>● High dust, remove cobwebs</li> <li>● Clean light fixtures, switches &amp; outlet plates</li> <li>● Clean in/out windows, tracks &amp; blinds</li> <li>● Clean doors, knobs &amp; frames</li> <li>● Wash baseboards</li> <li>● Clean heater vents</li> <li>● Vacuum floor</li> </ul>
<p>Kitchen:</p> <ul style="list-style-type: none"> <li>● High dust, remove cobwebs</li> <li>● Clean light fixtures, switches &amp; outlet plates</li> <li>● Clean in/out windows, tracks &amp; blinds</li> <li>● Clean range/oven, in and out</li> <li>● Clean hood vent/filter screen</li> <li>● Clean refrigerator, in/out/top/behind</li> <li>● Clean counter tops, sink &amp; faucet</li> <li>● Clean dishwasher, in and out</li> <li>● Wipe cabinets, in/out/top</li> <li>● Sweep &amp; mop floor</li> </ul>	<p>Balcony/Porch:</p> <ul style="list-style-type: none"> <li>● High dust, remove cobwebs</li> <li>● Clean light fixture</li> <li>● Sweep floor</li> </ul>
<p>Utility Closet/Storage:</p> <ul style="list-style-type: none"> <li>● High dust, remove cobwebs</li> <li>● Clean light fixture, switch &amp; outlet plates</li> <li>● Clean washer &amp; dryer, in/out/top/behind</li> <li>● Vacuum or mop floor</li> </ul>	<p>Additional:</p> <ul style="list-style-type: none"> <li>● Replace burnt light bulbs</li> <li>● Replace the smoke detector battery</li> </ul>

Being mindful of and following these guidelines as you transition out of the property will ensure we are able to return all or part of your security deposit. Your security deposit will be returned within 30 days of your move-out date from the management company provided you have shared your forwarding address. You can expect to receive your funds via certified mail.

Tenant Initial/Date  RE/MAX Haven Initial/Date