

MOVE OUT GUIDE

To assist your upcoming move, we have assembled the following guidelines for you. If you have any questions, please do not hesitate to call us at 804-747-6968.

1. **Security Deposits:** Our goal is to refund 100% of your security deposit. In order to receive your full deposit, your apartment should be left in the same condition as when you moved-in - clean and in good repair. At the discretion of Management, reasonable wear and tear will be given due consideration, as will any damages that are reported when you moved in.
2. **Sure Deposit Program:** Those who participated in the Sure Deposit Program will not be refunded the \$175 for the bond purchased prior to move in. If you paid a security deposit in addition to the bond, please follow the security deposit guidelines outlined above. If you only purchased the bond, you will be billed directly upon move out for your final water bill and charges not covered by your non-refundable restoration fee (please see below).

In accordance of the Virginia Residential Landlord and Tenant Act, your security deposit will be processed within 45 days.

3. **Pre-Moveout & Pest Control Inspection:** Upon submitting your formal Notice to Vacate to the Leasing Office, you will be scheduled for a pre-moveout inspection and pest control inspection for the following Tuesday. The pre-moveout inspection will take place between 9am-noon. The inspection lasts about 15 minutes and does not require that you be present. The purpose of this inspection is to access supplies that need to be ordered for the new resident. A pest control inspection will also take place on the following Tuesday between the hours of 9am-5pm to ensure that your apartment is pest free. Again, you do not need to be present for either inspection.
4. **Cleaning your apartment:** The non-refundable restoration fee paid at the time of move-in will cover a standard steam clean of your carpet. Resident will be billed back for any treatment that cannot be handled with this standard steam clean. It also will cover light cleaning of vinyl flooring in hallway, kitchen and bathroom; wipe down of all bathroom fixtures and countertops; light bulb replacement; wipe down of mini-blinds and windows; wipe down of shelves. The restoration fee will not cover the cost for excessive cleaning, repairing pet damage, repairing wall damage, repairing or replacing damaged carpets or floors, removing trash, debris or personal items and repairing or replacing damaged fixtures including but not limited to mini-blinds, screens, windows, doors, faucets, sinks, lights, cabinets, tile, countertops, and railing. Any excessive cleaning and/or damage will be deducted from the refundable security deposit.
5. **If you need to dispose of large items such as furniture,** please do so at Henrico County Landfill located at 10600 Fords Country Ln, Glen Allen, VA 23059. Do not leave them at our dumpster as we have no means to dispose of them. You will be charged if they are left on in your apartment or on the property.
6. **Move out inspection:** We urge you to be present for your move out inspection. **Please schedule move-out inspections at least one week prior to your move out date.** At the time of your inspection, your apartment should be completely empty and cleaned and you should be prepared to return your keys. **Please note that the move out inspection is merely an estimate of charges and is NOT a final statement of obligation.**
7. **Keys:** All keys must be turned into the Leasing Office by noon the day your lease expires or resident will be charged for each additional day that keys are not returned, at a higher month-to-month prorated rate.

8. **Pool Pass(es), Parking Sticker(s), Clubhouse Access Card(s):** At the time of key return, please ensure that these items are returned along with your apartment keys. Failure to return these items will result in charges. The charges to your account will be as follows: pool pass: \$25 per pass, parking sticker: \$75 per sticker, Clubhouse access cards: \$50 per card.
9. **Damages:** You are responsible for any and all damages to the apartment not reported at move-in. **If you did not return your condition report to our office within 5 days from your original move-in date, you will be responsible for all damages in the apartment.**
10. **Resident Portal:** If you have automatic online recurring payments through the Resident Portal, please ensure you stop payments with them. You will still have access to the Resident Portal for 180 days after move out. If you have move out charges, you would be able to make a payment online.
11. **Water/Sewer Bill:** Your final water/sewer bill will be reduced from your security deposit when you move out. If you do not have a security deposit on file, the resident is responsible for making payment out of pocket. Water payments should always be made payable to Harbor Village.

HELPFUL HINTS:

A large percentage of damage charges result from smoking and/or pet damage. The following information may be useful to you in determining how much of your deposit you can expect to be refunded.

Pet Damage

While carpet may be professionally steam cleaned and appear to be in good condition, during turnover carpet and pad are checked for pet damage. Additional charges may result for carpet repair or replacement if necessary.

Smoke Damage

As smoke permeates all areas of an apartment, smokers' apartments typically require extensive work to prepare them for the next resident due to discoloration and odor problems. Often, two coats of paint are required or the walls need to be Kilzed, which means sealing the walls prior to painting so odor and discoloration does not show through.* Window treatments may also need to be replaced if they are discolored. Finally, carpets may need to be treated with a deodorizing agent. Additional coats or paint, Kilzing, window treatment replacement and carpet treatments will result in charges to the resident.

*If you have changed the paint color on your walls, there will be a fee for our painter to paint them back to the original color. If your walls are painted a deep dark color, the price may be a bit higher.

Appliances

As indicated above, appliances should be free of dirt, dust, grime, grease, spots and residue. This includes the drip pans on your stove and the range hood and filter. Replacement of drip pans and/or range hood filters will result in charges to your account, as will additional cleaning that may be required.