



Dear Resident(s),

Our records indicate that you have given notice to vacate. Please have all unit keys, mail keys, garage keys (if applicable), turned into NLPM on or before your indicated move out date to avoid additional fees.

If your unit has carpet, please provide a receipt for cleaning when turning in your key(s).

Our office hours are Monday – Friday, from 9:00am – 5pm. Once your keys have been turned in, NLPM will perform your move out inspection, and you will be emailed with the results. Please ensure that NLPM has a current email address on file for you to receive the move out inspection report.

It is our goal to return your security deposit in full. Attached you will find a helpful move out guide and cleaning checklist. We strongly encourage you to follow the attached Move Out Guide as a guideline to ensure a successful move out inspection.

NOTE: all utilities must remain in the tenant's name until the end of the lease, or expiration of the 30-day notice, whichever date is later.

If we do not have a current forwarding address, please submit one as soon as possible. We only accept one forwarding address per household. If the forwarding address needs to be changed after the initial submission, all leaseholders will have to agree to the changed address in writing.

\*As a form of communication during the move out process, we can text message you. Please notify our office of your preference – YES, I accept text messages or NO, I don't accept text messages.

# Helpful Move Out Guide

Dear Departing Resident(s),

We hope you have enjoyed your tenancy with us and wish you all the best in the future!

## **Cleaning**

Next Level Property Management implements a high standard of cleaning for our rentals. We understand that cleaning can be a daunting task, so we have compiled a guide to assist you with the process.

## **Recommended cleaning items to have available:**

(do not use abrasive cleaners or sharp objects that may scratch surfaces)

- Replacement lightbulbs (matching bathroom vanity bulbs)
- Magic eraser
- Paper towels
- Microfiber towels
- Toothbrush for detail cleaning
- Pumice cleaning stone for the oven and/or water stains
- Windex
- All-purpose cleaner
- CLR or calcium, lime, rust remover
- Toilet bowl brush and cleaner
- Broom, dustpan, mop, bucket, vacuum
- Replacement furnace filter (if applicable)

## **Cleaning Tips**

1. Clean from room to room
2. Start high and work your way down to prevent having to re-clean. Start with the ceiling, then light fixtures, windows and blinds, walls, baseboards, and finally the floors.
3. Detail clean switches, outlets, cable/phone jacks, etc. \*(a dry toothbrush is a good tool to use)

4. Vacuum window and patio door tracks, then clean. \*(a toothbrush will get into the corners)
5. Wash metal floor vents and wall vents.
6. If necessary, Goo Gone works well to clean sticky surfaces.

### **Commonly missed items are:**

Window tracks

Appliances, including underneath and the outsides

Soap scum on shower surround

Greasy spots above the stove top

Exhaust vents, including the ones on the underside of the microwave

AC filters

It's all about detail when it comes to cleaning your rental – here is a checklist for each room. Using this guide will help you understand what we look for during your move out inspection.

### **General Areas**

- Carpets cleaned & (if applicable) receipt turned in with the unit keys
- Window coverings, windows, screens, and tracks cleaned
- Walls, doors, and baseboards wiped down
- Outlet and switch plate covers cleaned
- Light fixtures cleaned and burnt-out bulbs replaced
- Flooring cleaned (corners & trim)
- Wipe down all closet shelves throughout
- New batteries installed in all smoke detectors

\*Please be aware – attempting to complete your own maintenance repairs may cause further damage, which you may be responsible for.

### **Entry**

- Inside and outside of door, making sure to look for spots where hands are often placed on the door
- Threshold swept off, wiped down

### **Kitchen**

- Clean light fixtures and replace any burnt out bulbs
- Wipe down cupboard tops, shelves & doors and if top is exposed, wipe off the area between ceiling & cupboard
- Vacuum, or take out, and turn over drawers, cleaning with water/soap solution. Wash the metal drawer guides
- Wash all countertops, surfaces and outlets/switch plates covers
- Clean dishwasher including: the inside seal, soap dispenser, drain & top of door, outside door, and sides
- Clean refrigerator including: all shelves, door shelves, back/sides, door sides, rubber seals and door handle. Also, clean freezer (defrost if needed) at the same time as refrigerator. Roll refrigerator out to clean the floor & sides
- Clean the oven using 'self-clean' feature, if applicable, then use an oven cleaner. After applying oven cleaner, use a dry towel to remove the residue from the oven cleaner - this may take several attempts. Use a wet pumice stone to get the black marks throughout. Clean glass and all sides of oven door (may take some effort to get all black marks off)
- Clean the stove: under knobs, underneath hood, broiler pans, oven drawer, and replace stove top drip pans. Make sure to lift the top of stove and clean under. Pull oven out to clean the floor behind and the sides. If not able to pull stove out remove bottom drawer to clean the floor underneath
- Clean the microwave inside & out, grease filter (underneath) light cover & gills (a toothbrush will help reach the corners)
- Clean walls/around where garbage can was placed
- Clean baseboards, baseboard heater, vents, tops & sides
- Sweep & mop floor
- Clean the sink last using a non-abrasive cleaner. Wipe down with dry towel for a streak-free clean

### **Living Room**

- Clean blinds
- Wash windows, sills, tracks & screens
- Clean light fixture and fan blades (if applicable), replace any burnt out bulbs, wipe off cobwebs
- Dust baseboards, top of outlets & vents and outlets/switch plates
- Wipe down baseboard heaters
- Clean air conditioner filter & tops/sides
- Vacuum carpet, using hose attachments to get around baseboards & corners

### **Bedroom(s)**

- Wipe off door, looking for spots where hands are often placed on the door
- Clean blinds
- Wash windows, sills, tracks & screens
- Clean light fixture and fan blades (if applicable), replace any burnt out bulbs

- Dust baseboards, top of outlets/switch plates & vents
- Wipe down baseboard heaters
- Wipe off cob webs
- Wipe down shelf in closet & hanger rod
- Vacuum carpet using hose attachments to get around baseboards & corners

### **Bathroom(s)**

- Wipe off door, looking for spots where hands are often placed on the door
- Tub/shower cleaned & free of soap scum (toilet bowl cleaner does well at removing soap scum), polish faucet
- Toilets sanitized & detailed cleaned, clean around base, hinges & seat. Wet pumice stone can remove hard water stains
- Sink & faucet cleaned and free of soap residue & stains
- Vacuum or take out and turn over drawers, clean with water/soap solution. Wash the metal drawer guides
- Medicine cabinet wiped out, dust top
- Towel bars & toilet paper holders wiped down, no hairspray residue
- Mirror spot/streak free
- Wipe off the 'gills' on the fan to remove dust
- Wipe off light fixtures - vanity bulbs need to be matching
- Walls & baseboards washed & free of hairspray residue
- Sweep & mop floor
- Wipe off outlets/switch plates
- Take a dry towel to all chrome fixtures to wipe away any streaks

### **Utility Room/Closet**

- Wash out washing machine hook up area (make sure water is turned off, no dripping)
- Wipe down shelves
- Vacuum out dryer vent area - removing all lint
- Wipe down walls, baseboards, water heater, outlets/switch plates
- Clean light fixture, replace any burnt out bulbs
- Sweep & mop floor

### **Storage/Garage**

- Flooring swept & oil stains removed.

### **Exterior**

- Front entrance clean of debris
- Stains on cement washed off
- Deck clean and free of debris
- Yard mowed & trimmed, in spring. In fall, make sure the leaves are raked. In winter, all snow is to be removed

- Flower beds weeded
- Trash & pet waste removed & disposed of

### **Exit Inspection**

When you have completed all the cleaning, including having the carpets cleaned, please return the house keys, mailbox keys, garage door openers & carpet cleaning receipt to our office. You are responsible for the rent until the keys have been received by NLPM. Turning in the keys will let us know you are finished & your move out inspection will then be performed. You will be emailed a copy of the report which will outline what additional cleaning, if any, is needed. You will be given a 24-hour opportunity to return to the unit and correct any additional cleaning, if applicable.

### **Reminders**

**Security deposits are not intended to be used as your last month's rent.** Please make your payment on the 1st of the month. To pro-rate your rent for your last month, take your monthly rental amount, divide it by the number of days in the current month, then multiply by the number of days through your 30-Day Notice to Vacate or Lease End Date, whichever occurs last.

**Utilities must remain in your name through the end of the lease term.** Residents are responsible for transferring the utilities out of their name at that time.

**Be sure to provide our office with a forwarding address** for your security deposit refund. Deposits will be refunded in the form of one check. In the event your move-out date changes, please notify our office in writing, to request an extension.

Have your mail forwarded to your new address through the post office.

### **Vendors**

Should you wish to hire a vendor to perform your cleaning or when choosing a carpet cleaner, we recommend selecting a vendor who will guarantee their work & provide you with a receipt. If the cleaner does not pass our initial inspection, residents will be responsible to contact the vendor & ask that they return to complete the cleaning, NLPM will not contact the vendor on the tenants' behalf. We do not recommend the use of a 'dry clean method' for carpet cleaning. If carpets require additional cleaning, we will have them re-cleaned at your expense.

We appreciate all your efforts during the move-out process & hope that you have enjoyed your tenancy with us. If you have any further questions or need additional information, please do not hesitate to contact our office.

\*\*As an additional reminder, please contact your renter's insurance agent and have them remove Next Level Property Management as the additional interest/insured (if applicable).

It is important to Next Level Property Management that we offer outstanding customer service to our residents, therefore, we have attached a short survey so that you may provide us with feedback about your living experience. Simply detach & return the bottom of this form to our office or leave it for the inspector upon move-out. We value your time & look forward to helping you with your future housing needs.

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Name: \_\_\_\_\_

Address of rental: \_\_\_\_\_

Date: \_\_\_\_\_

1. What did you like about living here?

\_\_\_\_\_

2. What did you dislike?

\_\_\_\_\_

3. Are there any comments or suggestions you have for us?

\_\_\_\_\_

\_\_\_\_\_

How would you rate Next Level Property Management from 1-5? (1– lowest to 5– highest)

\_\_\_\_\_

Would you recommend our company to your family and/or friends? Yes      No      Maybe

# 24 HOUR RE-INSPECT FORM

IF TENANT(S) IS UNWILLING OR UNABLE TO RE-ENTER THE PROPERTY FOR THE 24-HOUR RE-INSPECT, TENANT(S) MAY SIGN THIS FORM.

PROPERTY ADDRESS: \_\_\_\_\_

## BY SIGNING THIS FORM, TENANT(S) ACCEPTS THE FOLLOWING:

- Tenant(s) gives Property Management authorization to address all tenant failed cleaning/repairs items at the tenant(s) expense.
- Tenant(s) will be charged additional days of pro-rated rent if cleaning/repairs are required (maximum of 5 days unless cleaning/repairs is excessive).
- A 25% administrative fee will be added to the cost of any cleaning/repairs performed by Next Level Property Management or Next Level Property Management's vendors.
- Tenant(s) will not be charged the associated \$50.00 re-inspect fee.
- Please see MCA 70-25-201.

BY SIGNING BELOW, TENANT(S) AGREES TO THE TERMS STATED ABOVE.

_____ TENANT NAME PRINTED	_____ TENANT SIGNATURE	_____ DATE
_____ TENANT NAME PRINTED	_____ TENANT SIGNATURE	_____ DATE
_____ TENANT NAME PRINTED	_____ TENANT SIGNATURE	_____ DATE
_____ TENANT NAME PRINTED	_____ TENANT SIGNATURE	_____ DATE
_____ TENANT NAME PRINTED	_____ TENANT SIGNATURE	_____ DATE