



Resident Move-out Instructions

Requirements to be fulfilled

1. Written Notice to Vacate with all leaseholders' signatures has been provided to HomeRiver Group a minimum of 30 days prior to vacating the property. If the full term of the lease agreement is not fulfilled early termination fees will apply per the lease.
2. **All utilities must be kept active until 4 business days past the end of your lease term.**
3. All flooring has been professionally cleaned by an **approved** company at move-out, **after all personal possessions & occupants have vacated the property** and provide the Landlord with a receipt at the time keys are returned or the flooring will be cleaned at the tenant's expense. This is the last thing that should be done before returning entry devices.
4. All entry devices (entry keys, garage door remotes, pool keys, etc.) have been returned to the **office** of HomeRiver Group (formerly Boardwalk RPM). Any mailbox keys should be returned to the post office. Devices may be put in drop box if office is closed with notation of property address. Do not leave devices in the property. Rent will be charged until all entry devices are received.
5. A **forwarding address must be given in writing** in order to receive the Security Deposit Reconciliation within 30 days of vacating. If applicable we will **not** mail a check to your old address. Your security deposit will be handled in one of three ways:
 - a. Full refund of deposit
 - b. Partial or no refund of deposit, along with statement detailing deductions
 - c. No refund of deposit, statement of damages detailing deductions/charges with balance owed.
 1. If there is a balance owed, payment arrangements must be paid within 10 days or it will be reported to a collection agency.
6. Move out reviews are **not** completed with departing tenants and will be completed as soon as you have returned all entry devices to our office. For scheduling and accuracy purposes, those are never conducted with tenants present. Please make sure utilities remain on a 4 business days past move out to check appliances and light/water fixtures. **Tenant will be charged a \$75 coordination fee for any repairs/cleaning/unfinished work that is tenant's responsibility and not completed at move out.**



Cleaning Instructions

The home must be left in the same condition as it was at time of move in, and as noted on the Move-In Inventory and Condition Form which should have been submitted no more than 3 days after time of move in.

It is our goal to refund 100% of your security deposit and the following information is provided as a guide to help assist your move out, this list is not exhaustive.

A. General

- a. Spot clean walls and doors (both sides), remove nails used for pictures, etc.
- b. Clean all windows, window sills, blinds, and outlet covers
- c. Clean all baseboards and corners of rooms.
- d. Clean tracks on sliding glass door (inside & out)
- e. Completely clean out closets
- f. Clean all light fixtures and fan blades
- g. Replace all defective light bulbs, smoke detector batteries, and AC filter(s) with new
- h. Wipe exterior portions of furnace and water heater. **DO NOT DISMANTLE ANY PARTS.**
- i. Carpets must be **professionally chemically cleaned** and VCT/tile flooring professionally cleaned by an **approved company**, and provide the management company with a copy of the receipt when returning all entry devices.
- j. All vinyl, linoleum, tile, laminates and hard wood floors must be swept completely cleaned and washed as per manufacturer directions. **DO NOT** use bleach or ammonia based cleaners on laminate or hard wood floors as these may cause damage to the floor. Only use a damp mop when mopping these types of floors.
- k. Repair or have repaired any damage that you or your pet(s) might have caused. It will be less expensive if you take care of your own damages (also make sure you have the property de-fleaed and provide the management company with a copy of the receipt or statement from Pest Control Company that no fleas are present. Flea bombs from the grocery store or hardware store are **not** acceptable).

B. Bathrooms

- a. All surfaces cleaned, including vanity, toilet, mirror, etc.
- b. Clean tub/shower, tile and grout
- c. Make sure all soap and hard water residue is removed
- d. Clean interior of cabinets, drawers and both sides of cabinet doors/drawer faces

C. Kitchen

- a. Clean counter tops, sinks, and backsplash
- b. With cold water running into the drain, turn garbage disposal on to flush. Remove any leftover food or other items in disposal.
- c. Clean all drawers, cabinets, pantry shelves (inside & out)



- d. Clean vent-a-hood, filter and replace the bulb with correct bulb (if necessary)
- e. **Range: SELF-CLEANING OVENS NOTE: Remove racks and other range accessories from self-cleaning oven to clean as described below. Do not use oven cleaner in self-cleaning ovens, as it will damage the interior surface.**
 - Clean thoroughly inside and out. The range and all its parts must be completely free of grease and burned on spots
 - Clean all metal parts of burners, including the prongs of electric cooking elements.
 - Clean or replace drip pans
 - Clean oven racks (both sides), broiler pan, drawers, control knobs and top and bottom edged of oven door and drawer
 - Remove all oven cleaner residue or self-cleaner ash from interior of oven
 - Pull freestanding electric ranges away from wall to clean the floor, wall and sides of range
 - **Do not attempt to pull gas ranges away from the wall** - clean floor under gas ranges by removing drawer
- f. **Dishwasher:** Clean racks, baskets, rollers, gaskets, door edges and walls so they are free of food particles and soap film
- g. **Refrigerator: *Unplug refrigerator while cleaning***
 - Clean thoroughly inside and out and both sides of shelves
 - Clean butter, vegetable, meat and dairy storage compartments
 - Remove and clean kick plate and vacuum out coils
 - Remove, empty and clean drain pan if any
 - Clean folds in and underneath rubber seals on doors
 - Pull refrigerator away from wall and clean all exterior portions including top and while appliance is pulled out clean walls, sides of cabinets and floors thoroughly
 - Vacuum and wipe power cord and coils on back and/or underside of refrigerator
 - After refrigerator has been thoroughly cleaned and dried, reconnect cord and set control to 3 or 4

D. Exterior

- a. Mow, edge, and trim lawn and shrubbery
- b. Remove any pet waste, weeds, trash, and debris
- c. Clean garage, walkway and back porch / patio area
- d. Remove oil and grease stains from garage floor and driveway
- e. Clean all exterior light fixtures and ensure light fixtures have working bulbs or fluorescent lights.

E. Trash

- a. Remove all trash from interior and exterior of home including trash from the outside bins.



A list of **approved companies** for carpet cleaning:

Truckmount Steam Clean P# 210-309-1415

Super Steam Carpet Cleaning P# 210-241-5839

Stanley Steamers P# 210-271-7687

**** Please be sure to tell them you are a HomeRiver/Boardwalk tenant!!****

Have rubbish? We remove it...
Plus, we'll do all the loading and clean-up too.

SAVE \$20
BOOK ONLINE OR REDEEM ONSITE*

RUBBISH WORKS
On-Demand Rubbish Removal

Almost anything you need removed:

- Old furniture, appliances, garage items and renovation debris
- Single items to multiple truck loads
- Clean trucks & uniformed crews
- Scheduled service & upfront rates

Professional Rubbish Removal ▪ Up to 50% of Loads Recycled ▪ Scheduled Service ▪ Up-Front Rates

www.RubbishWorks.com
Or call (210) 301-0127 today!

Please note - we do not accept any liquids. *Limit one per customer. Not valid with other offers.

RUBBISH WORKS
WE REMOVE RUBBISH

Convenient, affordable, secure storage
Local and interstate moves

zipshell
Storage and moving that makes life simple

- 1** **we DELIVER**
The Zippy Shell trailer and container is delivered to your home.
- 2** **you PACK**
You load the container
- 3** **we PICK UP and STORE**
We pick up the Zippy Shell and take it to our secure warehouse where we store the container until you are ready for it to be returned.

Storage Special
\$100 off*
the first month
container rental fee
* cannot be combined with other promotions
(offer expires 4/15/2015)

ZippyShell.com

Call (210) 787-1204 to find out how Alamo Zippy Shell can serve your storage and moving needs.

Locally owned and operated

Charles Bamford
210.764.6282

Nik Arrenbrecht
210.764.6286

HomeRiver Group-San Antonio
(Formerly Boardwalk RPM)
2141 NW Military Hwy
San Antonio TX 78213
www.HomeRiverSanAntonio.com