



Move-Out Recommendations

****Maximizing Your Deposit Refund****

We have enjoyed having you as a resident of Cintra Realty Group, and hope that you choose us for all your future rental needs.

We would like to take this opportunity to help you maximize your deposit refund. Here are some items commonly charged for during the move out process.

I. Maintenance Items:

- **Drip Pans** - must be replaced unless they appear to be in **NEW** condition as they were at the time of move in. Please ensure that you purchase the right size for your stove. Taking the old ones to Lowes with you and asking for help is an easy way to ensure the proper fit.
- **Smoke Detectors**- must all be secured in their proper places and functional with ample battery power.
- **Light Bulbs**- throughout the unit must all be the proper bulbs and wattage for the fixtures where they are installed. Bulbs must all match and be fluent throughout the unit. **NO MISMATCHED BULBS** of color, type, or wattage. *Can lights must be flush with the ceiling, not recessed. Replacement charge for regular light bulbs is \$10 and can lights is \$20.
- **Window Blinds** - all must be cleaned and undamaged. If there is any damage or broken strings, they will have to be replaced at your cost.
- **Weather Stripping**- it is very common for those with pets to have damaged weather stripping, due to pet scratching at the door to be let in after an outside break. Please examine your weather stripping to ensure there is no damage. The average price for weather stripping replacement is \$60. Damaged weather stripping will result in increased utilities and less energy efficiency and must be repaired.
- **Toilet Seats**- if your toilet seats are stained beyond cleaning, you must replace them. Toilet seats can be purchased at Lowes, Home Depot, Wal-Mart, and even online. Please be sure to purchase the right size for your toilet. The replacement charge for the toilet seat is \$45.





II. Painting:

- Please remove all nails from the walls and fill the holes with putty. Use only a **small** amount—just enough to fill each hole—to avoid the need for re-texturing. Excessive or messy putty application may require corrective work on our end, such as sanding and re-texturing, which will result in charges to you.
- Please wipe down walls, trim, doors, and cabinets. When wiping down please wipe from top to bottom to avoid any unnecessary paint charges that might be added at the time of inspection. We recommended using Fantastik Spray **without** bleach.
- Painting is a ‘touchy’ subject. Per your lease, you are allowed a reasonable number of small nail holes for hanging pictures on the walls. Anything beyond that, (per paragraph(s) 25.2, 37-40) will be deducted from your security deposit. Be aware that we leave painting to the professionals due to varying application techniques. Touch up paint is very difficult to successfully complete, therefore in most cases, full paint must be done on a wall with more than a small nail hole that can be touched up with a Q-tip. Over time, the heat, humidity, sun, and other environmental factors may fade the paint colors, resulting in the same paint not matching. A professional will have tricks of the trade to remedy this. Should we provide the original paint colors, and your touch up’s do not match after drying, you will still be charged for repairs and painting that exceed normal wear, as we will have to pay a professional to repaint. We recommend that you consult with a professional before any painting attempts are made, to avoid time spent with no result.





III. Cleaning:

- Carpet Cleaning: Per your lease agreement, carpets must be professionally clean with a paid receipt. If you have pets, you **must** include pet treatment when scheduling for carpet cleaning. If there is a pet smell after cleaning when a usage of an odor block or an Ozone machine is necessary to get rid of the pet smell, you will be billed as below:
 - ✓ Odor Block: \$45/ea.
 - ✓ Ozone Machine: \$50/day

We use and recommend Colorpro Carpetology- Carpet & Rug Cleaning Company, and they can be reached at (903) 534-0390. You are welcome to use the cleaning professionals of your choice if a paid receipt is provided. Please turn in your receipt with your keys and clickers.

- Attached is a cleaning checklist. Please be advised that this is the cleaning checklist that we use to determine Cleaning Charges at the time of inspection. If you prefer guaranteed work and have no cleaning charges, we recommend Ortiz Cleaning. They can be reached on (903) 944-0981. Please turn in your receipt with your keys and clickers.





IV. Other Important Reminders:

- Utilities-please remember that all utilities must stay in your name until the last day of your lease. Failure to do so will result in the cost of the utilities for those days, plus a \$25 fine.
- Please remember all personal items must be removed from the unit at the time of inspection, to avoid trash out fees.
- Unit keys, mailbox keys, and any automatic garage door openers/gate openers must be returned to us by midnight on the last day of your lease contract.
- Please ensure that no trash or personal articles are left inside the unit or in the yard.
- Please ensure that your lawn/flowerbeds are properly maintained through the last day of your lease contract if you are responsible for lawn care.
- A pre-move out walk-through may be requested prior to your lease end date. Please contact our office a minimum of two (2) weeks in advance from your move-out date to schedule the walk-through. Contacting us within the last two (2) weeks of your move-out date does not guarantee you a walk-through scheduled prior to your lease end date. The unit is recommended to be vacant or empty when we do the walk-through. When the unit is not empty, the inspector is unable to properly inspect the residence due to household items obstructing the view of certain areas.
- The inspection walk will usually take 3-4 hours. The individual who does the walk is there to gather information in the form of taking pictures and making notes into a company template. One of our maintenance office personnel will review the information and generate an inspection report. Should there be any disagreements during the walk, please take your notes and allow the inspector to take theirs. We will sort out the discrepancies after we have an inspection report. If the inspector exceeds his budgeted hours due to resident imposing delay, that could result in additional charge by hour to the resident(s).

Please note that the security deposit refund will take up to 30 days to complete. Please be sure to provide a forwarding address as all refunds will be mailed. You may choose to receive your security deposit refund via ACH on your resident portal.

