

Roberts & Sons Real Estate LLC

Check out Procedures.

Dear residents,

This letter is to inform you of the expectations for your checkout. This link is provided to you with your lease at move in and can be found on our website www.ras-re.com when you are vacating the home. Notes you make on your check in sheet as well as our repair and cleaning video, notes, and records throughout your lease will supplement these expectations. We are not expecting more than you received, but if we performed additional cleaning, repairs, or new appliances during your stay, these efforts along with our notes and videos will be the basis of your move out expectations along with this procedure list.

Roberts and Sons, by default, does not schedule in person check ins or check outs with tenants. You are expected to complete these check out procedures before 12:00 noon on the last day of your lease, and then lock the home leaving all keys (house, mailbox, pool, and laundry) and any remotes on the kitchen counter for us to inventory with our final video. **DO NOT** put these items in drawers, cupboards, on wall hooks or closets. They should be on the kitchen counter in plain sight grouped together.

Roberts and Sons is allowed 60 days from the end of your lease to complete the security deposit accounting. Residents who plan to vacate the home at least a day earlier than their lease, and coordinate giving possession back to Roberts and Sons early will be given the priority order of their deposit return. Forwarding address information can be entered on the tenant portal. By default, one check is mailed to the last known address or forwarding address with all tenant's names on it. If tenants wish to allow electronic deposit return, this needs to be approved in writing through an email or by signing the electronic deposit return form.

1. All carpets must be **steam cleaned** by our approved vendor Mid Valley Steam Cleaning (303) 429-6123. Carpets must be cleaned **AFTER** all belongs are removed from the home and **AFTER** all cleaning has been completed. **NO ONE** should walk on the carpets after they are steam cleaned. Any deviation from this is unacceptable and we will have all of the carpets redone at your expense. Be sure to plan ahead and schedule the cleaning appointment 30 to 60 days in advance. It is not acceptable to use other carpet companies.
2. All cleaning must be completed, see the bottom of this letter for more explicit directions.
 - According to your lease, any extra cleaning that needs to be done will be done by our cleaning people and will be taken out of your deposit.
 - In special approved circumstances, if you do not plan on coordinating cleaning or having the carpets cleaned, you must let us know at least 30 days before check-out so that we can schedule a time to have the cleaning completed at your expense. It will not be acceptable to tell us the day you check out, as overtime rates will apply to our cleaning crew which will increase the cost of the work.
3. Everything must be out of the house and cleaned by noon on the last day. You will be expected to be out by noon, not in the process of moving.
4. If you are responsible for the yard, you are expected to have it mowed and edged along the concrete-to-grass edge and around the entire perimeter. The yard must be in good condition. If it not in good condition we will have our yard maintenance person take care of it and his fees will be taken out of your deposit.
5. You will need to have all the keys, garage door openers, parking passes and anything else to be returned left in the unit by noon on the last day, if not you will be charged to have these items replaced and locks changed. **DO NOT** put these items in drawers, cupboards, on wall hooks or closets. They should be on the kitchen counter in plain sight.
6. All utilities will need to be paid before the deposit can be returned. We suggest that you call the utility company several days prior to your moving out and tell them to end service on the last day of your lease.

We also suggest you provide them with your forwarding address so they can get you the final bills quickly. We will be calling the utility companies to see that you have paid these bills.

7. We will also need a forwarding address for at least one person on the lease with a phone number. Forwarding address information can be entered on the tenant's portal. By default one check is mailed to the last known address or forwarding address with all tenant's names on it. If tenants wish to allow electronic deposit return, this needs to be approved in writing through an email or by signing the electronic deposit return form.
8. The return deposit check will be made out to all persons on the lease. If you want it made out to only one person, we will need an email from each of the others on the lease saying it is okay to send it to just one person.

General Cleaning:

- Remove cobwebs from ceilings, walls, top of all moldings and doorways
- Vacuum and/or wash both sides of all blinds & ledges. Clean screens and window tracks with vacuum.
- Clean all windows inside including windowsills.
- Clean furnace room and storage areas (inside and outside) of all dust, cobwebs, and dirt. See "Furnace" below.
- Take down light globes/fixtures, wash with warm soapy water, and replace. Make sure that all bathroom and any multiple-bulb lights have the same wattage and type of bulb. See "Light Bulbs" below.
- Clean ceiling fans (tops of blades and motor) and ceiling area above fans.
- Wipe all light switch covers and receptical covers to clean off grease and fingerprints
- Vacuum all carpet (before steam cleaned) and sweep and mop all hardwood, vinyl, and tile. Ensure areas behind toilets/bases and corners of bath and closets is clean.
- Sweep out garage and basement if unfinished. This includes all walls and ceilings. Hose down garage if necessary.
- Be sure to schedule and confirm your last garbage pickup. Put away the cans after the day of scheduled pickup; this also ensures that it has been done so you won't be charged.

Kitchen:

Stove: Clean range hood, fan, vents, and under drip pans. Scrub burners and under knobs. Replace all drip pans and rings. Clean oven and pan drawer. **Use oven cleaner on areas that need it, including racks, or where the self cleaning option does not fully get the oven clean.** Wipe down inside of oven with clean water rags after cleaning to remove all leftover residue. This includes self cleaning ovens.

Refrigerator: Defrost, wash inside thoroughly, remove & wash drawers, shelves and door compartments. (This applies to the freezer as well) Wash outside and adjacent walls. Clean all exposed sides, remove front foot guard and vacuum this area and behind the refrigerator. (It should be on wheels, so just pull it out. The fridge will be moved during our walk through.) Do not leave the refrigerator turned off or unplugged. It should be on and running when you are done cleaning. Do not alter temperature controls.

Dishwasher: Clean out inside of dishwasher (remove all dish ware), run a cleaning cycle without dishes. Clean front of dishwasher including buttons and control panel.

Cabinets and Countertops: Clean all counter tops and tile areas. Clean and wipe out all cabinets and drawers, including under the sink. Clean all cabinet doors and door handles of grease, fingerprints, food and dirt. Clean sink and polish faucet fixtures. Remove drawers, shake and wipe with damp cloth and reinstall.

Bathrooms: Scrub all tile and grout. Apply Tilex to any grout or caulk showing signs of mildew, apply this first while surfaces are dry and let sit for 20 min for best results. Scrub bathtub, sink, and toilet including exterior areas. Wash the mirror and polish all fixtures. Clean medicine cabinet as well as all other cabinets and drawers inside and out.

Bedrooms: Clean out and vacuum closet, and remove all hangers. Wipe down closet shelves and pole.

Living and Dining Areas: Clean closets and cabinets. Clean fireplace thoroughly.

Charges to deducted from deposit if not completed before vacancy.

Appliances, Refrigerator, Stove: These cost \$100 each minimum if not cleaned. Drip pan and burner rings that are not replaced will incur another \$50 fee.

Light Bulbs: \$5 for each light bulb replaced plus the cost non-standard bulbs.

Trash: \$50 for any light trash left in property. \$100 + dump fees for removal of **each** piece of furniture, large amounts of garbage, refrigerator trash, and cabinet trash.

Windows: Insides of all windows need to be free of dirt, food and grease.

Vertical Blinds: \$100.00 plus install, per vertical 5', 6' or 8' wide vertical blind.

Mini Blinds: \$50.00 plus install, per horizontal mini blind.

Furnace: \$90 if you don't thoroughly vacuum out inside the furnace compartment and the surrounding area and change the furnace filter! This includes the top of the water heater, exhaust pipe (on top) and the furnace. It may need to be wiped down with a damp cloth. The filter and area will be checked.