

Dear Resident,

The information contained herein is intended to assist and provide you guidance regarding your upcoming move out. It is greatly appreciated that you take a few minutes to read the instructions below. In addition, please refer to your Lease to verify your exact Lease Expiration Date.

Per your Lease, below is a list of rules and regulations which must be followed in order to ensure a smooth move out and a timely refund of your Security Deposit.

****The items mentioned below must be completed on or before your Lease Expiration Date****

1. Leave utilities on for seven days after move-out.

Electric, water, and gas must remain active at the property and in your name for **seven** days after the Lease Expiration Date. For example, if your Lease Expiration Date is July 31st, the stop service date would be August 7th.

Tip: In order to minimize expenses, please set the HVAC on “cool” at 75° upon move out.

2. The Lease requires the unit to be professionally cleaned upon move out.

Remember to inform the cleaning company the job is for a full move-out clean which includes touching all surfaces of the home. This is a significantly deeper clean than a light wipedown. It should include cleaning all rooms, closets, cabinets, shelves, drawers, appliances including scrubbing inside the oven, cooktop, light fixtures, top of fan blades, air vents, air intakes, baseboards, cleaning under, behind and on top of the refrigerator, cleaning behind the washer / dryer when all possible, etc. Please replace your drip pans on your cooktop if they are unable to be cleaned. Drip pans may be purchased at most hardware stores (i.e. Breed and Co., Home Depot, Lowe's).

Tip: It is best practice to inspect the home before the cleaning crew leaves the location to ensure they completed a full move-out clean. If there are missed spots, it is easy to have those corrected while there. This will help to ensure you are not charged by the Landlord for another full clean or wipe-down.

Below are a few recommended cleaning services:

- Austin All Maids - 512-490-6633
- Laura Castro - text both #'s: 512-293-0359 (Laura) and 512-229-8637 (Alan). Alan speaks English and will translate for you. (accepts Venmo)
- Sylvia 512-825-8580 (accepts Venmo)
- Maids and Moore - 844-468-3878
- Juany Commercial and Residential Cleaning Services - juanycleaningservice.com
- The Boardwalk Cleaning Co. - 512-258-4798
- Centro Capitol Cleaning - 512-939-3001

****If Laura Castro cleans your home, please email hello@bluestreetpm.com the date / time Laura cleaned your home. Be sure to include “insert property address Laura Castro move-out cleaning receipt” in the subject line. We will confirm the cleaning service with her.**

3. All carpets must be professionally cleaned at move out.

Professional steam cleaning is defined as hiring a legit company with a commercial cleaner. Renting a machine from the hardware store and steam cleaning on your own is not acceptable. Those machines simply don't clean as well as professional carpet cleaning companies. If you suspect the carpets need to be replaced, please send a picture to the steam cleaning company to see if they can clean it before you waste resources cleaning it.

Below are a few recommended cleaning services:

- Flooring Warehouse - 512-861-0018
- Genesis Floor Care - 512-238-6209

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106 West 38th Street Unit B Austin, TX 78705
hello@bluestreetpm.com | 512-576-0288

- CarpetZen - 512-650-2500
- Stanley Steemer - 1-800-783-3637

4. Residents with animals are required to have the property professionally treated by a licensed pest control company. A general pest spray is acceptable

Below are a few recommended cleaning services:

- Robert's Termite and Pest Control, Inc. - 512-444-0132
- Absolute Pest Management - 512-444-0262

5. TV Mounts:

Per Paragraph 17.D. of the Residential Lease, any fixtures attached to the Property become property of the Landlord when installed. Therefore, TV mounts must remain attached to the Property at move-out. If a room already has a TV mount installed, it cannot be removed.

Upon move-out, please remove all TV mount parts (i.e. screws, arms, etc.) from your TV and leave them in a plastic bag taped to the mount. Any TV mounts or parts removed from the property at move-out could result in deductions per Paragraph 10.D.1.H. of the Residential Lease.

6. Remove all junk / trash from the property.

Properly dispose of trash in The City of Austin carts for pick up, remove the trash on your own, or hire a service to do it for you. You are required to follow the [City of Austin Residential Trash Collection rules on this link](#). Leave the carts in the proper location for the next curbside collection.

Please do NOT leave random large or small trash (including beer tops, cigarette buds, paper, styrofoam, etc.) laying on the property or on the curb. Take the time to walk the exterior of your home and pick up your trash! If this occurs, you will incur a significant maintenance coordination fee plus the labor / dump costs for us to hire a crew to resolve your mess.

Below are a few recommended junk removal services:

- Marshall - 512-783-1654
- Worthy Services - 512-363-8800
- Big Ox Junk Removal - 512-961-2582
- Junk Luggers - 512-808-7723

7. The lawn must be left in a move-in ready condition.

If your Lease requires the Resident to maintain the yard, please leave it in a move-in ready condition. This would include trimmed hedges, leaves removed, clean flower beds, weeds removed and mulched. If you need assistance with leaving your lawn in good condition, please call Marshall at 512-783-1654.

If the Landlord maintains the yard, please leave the yard clean and trash-free.

8. Return your Spectrum Equipment (38th Street Flats Residents Only)

All equipment issued by Spectrum remains the property of Spectrum. You are not required to return any remotes or cables that came with your equipment. You must return the modem to Spectrum in order to not incur the unreturned equipment fee. We recommend retaining a copy of the equipment return receipt for your records. Below are several ways to return the equipment. [See this link for further details on the Spectrum website.](#)

1. Spectrum Store Drop Off.
The closest location to the property is:
1000 East 41st Street
Austin, TX 78751
(to the right of the HEB at Hancock Center)

2. U.S. Postal Service Return
3. Equipment Pickup

9. Important Additional Reminders:

1. Please submit a maintenance request [via your Tenant Portal](#) for any known or outstanding maintenance items which need to be resolved. Submitting a request does NOT mean you will be charged for the repair but it assists us in planning the make-ready and ensuring the home is ready for the next Tenant. This may include anything damaged, broken, missing, loose, roof leaks, HVAC / heat issues, light issues, etc. We want to hear from you because you have lived in the home for the last 12 months.
2. If you've damaged or scratched the walls beyond normal wear and tear, the cost for repair will be deducted from your Security Deposit balance. If you attempt to touch up the paint yourself, please test with a very small sample before attempting to touch up around the property to prevent unnecessary damage. Please contact us for the exact paint brand, color, and sheen. *It is much easier for painters to roll the entire wall section to ensure a high quality finish.
3. Please replace the HVAC filter before you move out if it is easily accessible and if there is a spare filter in the home. **Tip: the arrow on the side of the filter always points towards the wall.**
4. Test all smoke alarms to ensure the batteries work as intended. Press and hold the test button on the smoke detector. It can take a few seconds to begin, but a loud, ear-piercing siren should emanate from the smoke detector while the button is pressed. If the sound is weak or nonexistent, replace your batteries. If you fail to do so, you will be charged appx. \$50 service call fee plus materials.
5. Test all light bulbs to ensure they are in working condition. If not, please replace the bulbs or you will be charged appx. \$50 service call fee plus materials unless they are not reachable with a chair. We do not want anyone getting hurt trying to change bulbs.
6. Please make sure all window blind strings are untangled. If tangled, you will be charged the service call fee + appx. \$50/hr to untangle your window blind strings.

Receipt Submittal Instructions

Please submit your cleaning, pest control, and steam cleaning receipts either of the following ways:

1. Email the paid receipt(s) to hello@bluestreetpm.com
Include *"insert property address move-out receipts"* in the subject line so we are able to quickly locate your receipts.
2. Drop off the paid receipt(s) with your keys (see below)

Move-out Packet Drop-off Location / Time

Upon completion of the above items, please follow the instructions below to drop off your Move-out Packet on or before your Lease Expiration Date:

- Print and complete the enclosed Move-out Checklist
****The checklist is required to complete and submit when returning the keys****
- Include all access devices (door keys, mailbox keys, laundry room keys, garage openers, etc.) in a labeled Ziploc Bag or a secured envelope with the property address written on it.
- Include any parking permits
- Include cleaning receipts if they are not being emailed to hello@bluestreetpm.com

Move-out Packet Drop-off location / time: Must be dropped-off during normal business hours
Monday - Friday, 9:30am - 6pm or
contact us to schedule a specific drop-off time

Blue Street Property Management
106 West 38th Street Unit B

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Austin, TX 78705
front unit facing W. 38th St. with porch swing

The Security Deposit Refund and Statement will be sent within 30 days of move out. It's typically sent towards the end of that time frame so please be patient with us during this busy month.

Should you have any questions concerning move out procedures, please feel free to call me.

Thank you - Blue Street Property Management

MOVE-OUT CHECKLIST
(MUST INCLUDE THIS FORM WHEN YOU DROP OFF KEYS)

Date: _____

Property Address: _____

Resident(s) Names: _____

Resident Name / Phone #: _____

Forwarding Address for Security Deposit Return: _____

Condo / Apartment / Townhome Assigned Parking Space #(s): _____

Items turned into Landlord upon move out (please check off accordingly):

Professional Residence Cleaning Receipt: _____

Professional Carpet Cleaning Receipt: _____

Pest Control Receipt (if required): _____

Residence Key(s): _____ How many: _____

Mailbox Key(s): _____ How many: _____

Parking Permit(s): _____ How many: _____

Gate/Garage Device(s): _____ How many: _____

Miscellaneous Item(s) not listed above returned to the Landlord: _____

Item(s) in need of repair at the property: _____

Please include all receipts (if not already emailed) and access devices with this form.

Move-out Packet drop off location:

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Austin, TX 78705

*Only drop off during normal business hours (M-F 9:30am - 6pm) or contact us to schedule a specific time.