

## Primary Move Out Guidelines

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**DPM loves refunding a Tenant's WHOLE Security Deposit! You get your money back and DPM gets back a property in good condition that can be re-rented quickly to the next resident!**

- **Please, honor** your lease terms.
- **Carefully follow** these Guidelines and the [Cleaning List](#).
- **Be cautious** when hiring cleaners based on low rates only. Many do an inferior job, which means after Move Out, a trusted vendor will have to be hired, and the cost of the additional service will be deducted from your Security Deposit.

**Help us help you get your full Security Deposit back!** Thank you again for renting with DPM. We appreciate you!

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### Plan Ahead:

- A **Move Out Inspection** will be conducted within three (3) business days following receipt of keys, or surrender of the property.
  - **Fair wear and tear** of the property will be taken into consideration.
  - Inspections are conducted **independently**, without Tenants or Homeowners present.
  - A "walk through" of the property with a DPM representative, prior to your move out, will **not** be conducted.
- If you turn in keys **prior to your Lease End Date**, you are surrendering the property.
  - Tenants are still responsible for **all lease terms and charges** through the Lease End Date.
- Leave all utilities on for **3 business days** following key return or surrender of the property.
  - This is necessary to fully inspect the property.
  - If utilities are disconnected early, you will be **charged a fee** - per utility disconnected (Lease Section 1.21.)
- Provide your **forwarding address** to DPM via email to [Info@DisciplePM.com](mailto:Info@DisciplePM.com).
- Set up **mail forwarding** with the US Postal Service.
- Update/Cancel any **auto payments** through your tenant portal after your final payment.
  - DPM does **not** have authorization to do this for you.
- Do not leave **trash or recycling** behind at the property, even in the exterior bin.
  - Not applicable to **community dumpsters**.
  - DPM is **not** responsible for moving your trash/recycling containers.
- All **HVAC air filters** must be new, and the **fridge water filter** (if applicable) must not be expired.

## Carpet Cleaning:

- If your rental home has carpet, **professional carpet cleaning** is required.
  - Schedule **well ahead of time** for carpet cleaning.
  - Include your **carpet cleaning receipt** when keys are returned, leave it on your kitchen counter, or email it to [Info@DisciplePM.com](mailto:Info@DisciplePM.com).
    - Carpet cleaning receipt must include a printed **business name** or the business' **professional email address**.
- **Recommended Professional Carpet Cleaning Vendors** for carpet cleaning:
  - Stricks Carpet Cleaning: 912-532-9352 (Hinesville, Midway and Richmond Hill)
  - TriStar Carpet Cleaning: 912-884-4090 (Multiple Areas)
  - Crystal Clear Cleaning Company: 912-898-0050 (Does Not Service Richmond Hill)

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## House Cleaning:

- IF you **DO NOT** wish to use **Professional House Cleaning Vendors** for the house cleaning:
  - Reference the [Detailed Move Out Cleaning & Expectations Checklist](#) for clear expectations.
- IF you **DO** wish to use **Professional House Cleaning Vendors** for the house cleaning.
  - STILL refer to [Detailed Move Out Cleaning & Expectations Checklist](#) for clear expectations.
- **Recommended Professional House Cleaning Vendors** for house cleaning:
  - Little Lady Cleaning Co - (912) 202-4629
  - Maple-Lou's Cleaning Services LLC - (912) 677-2719
  - Crystal Clear Cleaning Company - 912-898-0050 (Does not service Richmond Hill)

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## If You Have a Pet:

- **A professional flea treatment is required** if you have an indoor and/or outdoor pet.
- Contact **Preferred Pest Control** at **(912) 236-5135** to schedule your service.
  - Schedule the treatment **in advance** of your move-out date, as their calendar books quickly.
- The cost of the Professional Flea Treatment **will be charged** through your Tenant Portal at the time your move out notice is received.
  - Payment will be due in full by the **end of the month**.
- Preferred Pest Control will send you their **own set** of guidelines for treatment.
  - DPM does **NOT** require you to treat your pet for fleas with a veterinarian, **only the property**.

## The Day of Your Move Out:

- **Lock the home**, including all exterior doors and windows.
- **Dump any ice** from the icemaker, and turn it to the **OFF** position.
- **If Landscaping is a Tenant responsibility** per your lease: Leave the yard mowed, edged, raked, shrubs trimmed, weed-eated, etc., & driveway and walkways swept or blown off.
- **Leave the home clean**, free of trash and personal belongings, and in good condition.
  - Professional cleaning recommendations can be found above, OR room-by-room expectations can be found in the [Detailed Move Out Cleaning Checklist](#).
- **RETURN to the DPM Office:**
  - All keys, labeled.
  - All receipts, or leave them on the kitchen counter.
  - **DO NOT** bring any remotes, amenity cards, fobs, etc. to the DPM Office.
    - Leave those on your kitchen counter, to be accounted for at the Move Out Inspection.
  - **Office Address:** 11258 Ford Ave, Suite 3, Richmond Hill, GA 31324.

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## What Happens After Your Move Out:

- A **Move Out Inspection** will be conducted within **three (3) business days** after the property is surrendered or keys are returned.
  - This inspection will be **emailed** to the Tenant email addresses on file.
  - This inspection documents the **current condition of the property**.
    - It does **not determine Tenant responsibility**, as the inspector cannot assess pre-existing conditions nor determine fair wear and tear.
  - DPM will compare the **Move-Out Inspection** with the **Move-In Inspection**, factoring in allowable wear and tear, as well as maintenance issues during the tenancy.
  - This information is all used to create the **Move Out Statement**, which specifies any Tenant responsibility charges.
- A **Move Out Statement** will be emailed and mailed (if a forwarding address has been provided) within **three (3) business days** of the property being surrendered.
  - It will include a **tentative list** of any Tenant responsibility issues, with the **estimated** dollar value of each issue.
  - Tenants may **Accept or Disagree** the findings.
    - Instructions for disputing charges are included in the statement.
  - If actual costs differ from the estimates, an **Amended Move-Out Statement** will be issued.
- The **Security Deposit** will be processed within **30 days** of the **first (1st) full business day after** the property is surrendered.
  - For specifics regarding deductions or returns, refer to **Lease Section 2.24 "Security Deposit."**

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