



Primary Move Out Guidelines

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!

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.
- 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.
 - 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 **Palmetto Exterminators** 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**.
- Palmetto Exterminators 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.

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."**