



# Sensible Home Management

"Professional management at affordable prices"

## Tenant Move-Out Procedure

We are sad to see you go but wish you all the best on your future endeavors! We hope to make this a seamless move-out experience for you so below is a list of move-out items that will need to be addressed before your move-out date.

1. **Confirm a move-out date.** We require at least 20-days notice to vacate the property. Please send an official notice stating your exact move-out date via e-mail to [info@sensiblehm.com](mailto:info@sensiblehm.com) OR written notice to Sensible Home Management at 1911 SW Campus Dr #154, Federal Way, WA 98023. We will reach out to confirm once received.

2. **Utilities.** We will need utility provider information and services transferred back over to Sensible Home Management. Please see below for more information and details on these items.

- Utility Provider Information: Please provide any utilities that have been put into your name, specifically the Utility Providers (i.e. Electricity – Puget Sound Energy). Account numbers are not necessary to notate.

- Transferring Utility Services from Tenant to SHM: Please inform any utility providers that are being billed to you directly of the change in service. Tenants will be responsible for utilities up until their lease-end date. Services will then be transferred over to Sensible Home Management. \*In the case that your move-out date comes before your lease-end date, the tenant will still be responsible for all utilities until their lease-end date.

3. **Last Month's Rent.** Depending on how you plan on vacating depends on how your last month's rent will be calculated. Please see below for more information on which applies to you. If you are unsure, please reach out to your property manager for more information.

- Month-to-Month: If you are month-to-month, your last month's rent/utilities will be prorated based on the move-out date you provided.

- Lease-end: If you are vacating based on your lease-end date, your last month's rent/utilities will be prorated based on your lease-end date

- Breaking lease early: If you intend on breaking your lease early (i.e. your move-out date comes before your lease-end date), the tenant will be responsible for rent and utilities up until their lease-end date. If after your move-out date the home is in a rentable condition, we will be taking the time between your move-out date and your lease-end date to address any maintenance items, perform any additional cleaning, and show the home to prospective tenants. In the case that a new lease begins prior to when your lease-end date is, you will be credited back any difference in rent and utilities between said new lease start and your lease-end.

4. **Maintenance.** It is the tenant's responsibility to inform us of any maintenance issues in a timely manner as they arise. If there are items that have not been addressed or something new that has surfaced, we suggest that you send us a detailed email of the issues before your move-out date. Any maintenance that has to be performed after the move-out date, that has not been previously noted, could be subtracted from the security deposit. Sensible Home Management will charge a rate of no less than \$75.00 per hour with a 1 hour minimum for tasks they deem necessary. We ask that any holes in the walls (caused by paintings, pictures, or similar) be patched prior to your move-out date.

5. **Cleaning and Landscaping.** Ultimately, Sensible Home Management would like to receive the property in a similar condition as when the tenant received it. Whether you choose to hire cleaners, landscapers, or perform the work yourself, the choice will be yours, but this will need to be completed prior to your move-out date. If after the move-out date, during the move-out inspection, it is determined that any additional cleaning, dump runs, landscaping, etc. needs to occur, it will be at the expense of the tenant and subtracted out of the security deposit. Sensible Home Management will charge a rate of no less than \$75.00 per hour with a 1 hour minimum for tasks they deem necessary. This could include, but is not limited to wiping down doors and walls, cleaning appliances, shampooing carpets, or mowing the lawn if needed.

6. **Forwarding Address.** Once you have established a new residence, please provide us with a forwarding address to send any mail or packages that may be received after your move-out date. Please be sure to contact the United States Postal Service to request your mail be forwarded to your new address and update all shipping information for apps such as Amazon or eBay.

7. **Returning the keys to SHM.** Once your move-out date gets closer, we will then begin to coordinate handing over the keys back to Sensible Home Management. We understand the moving process can be stressful so we have a few options for you to choose from:

- Lock box: We can provide you with a lockbox and a code to drop your keys in on your way out on your move-out date. We suggest placing one house key in the lock box and the remainder of the keys on the kitchen counter.

- Meet in Person: You can coordinate this directly with your property manager to meet after your move-out date to hand over the keys personally.

- Send keys via mail: You can also send a copy of the house key to us at 1911 SW Campus Dr #154, Federal Way, WA, 98023. We suggest sending one house key in the mail and leaving the remainder of the keys on the kitchen counter.

\* Please be sure all house keys, mailbox keys, storage keys, garage door fobs, and any key copies are returned to Sensible Home Management. If you have a mailbox key, please let us know what mailbox number is for your unit.

8. **Additional Information.** If you feel there is any additional information about the property or its surroundings that we should be aware of, please do not hesitate to let us know.

If you have any questions or concerns regarding this process, please feel free to reach out to [info@sensiblehm.com](mailto:info@sensiblehm.com)