



Novus Property Management Move Out Procedures

As your lease end date approaches, we would like to provide you with information regarding move-out procedures to ensure a smooth transition.

Key Turn In + Move Out Inspection

- All keys to the property (including mail keys) must be turned in by NOON on the date of your lease expiration to our office located at 537 Newnan Rd Carrollton, Ga. 30117. If you are unable to return them directly to our office due to distance/time constraints please contact us in advance **in writing** via your portal to discuss alternative options.
- All garage door remotes, pool/amenity cards, fan remotes, gate cards, etc. should be left on the kitchen counter. Failure to do this will result in replacement costs being deducted from your deposit. Please include any gate/garage door/or door keypad codes.
- If your keys are returned after normal business hours, please ensure they are placed in an envelope with your name and property address in the drop box located to the left of the front office entry door.
- You must provide your forwarding address for return of your security deposit. You may submit this through your tenant portal, or email management@novusrentals.com.
- We do not schedule move out inspections with residents for time efficiency purposes, as we are required to complete this in a 3 day deadline, with multiple move outs to account for. However, if you wish to be in attendance, please notify our office via your portal, and we will let you know the day and time frame we will be at the property to complete your inspection, and you're welcome to meet us there.
- This does not eliminate your responsibility to have keys turned in by NOON on the date of your lease expiration. The move out inspection may not occur for 1-3 days after you have turned in keys, but we must still receive them on time to avoid additional holdover fees.
- Utilities must stay connected for THREE days after keys have been returned. This ensures we can properly inspect with electricity and water. Failure to do so will result in a \$75 per utility reconnection fee, per your lease agreement.

SECURITY DEPOSITS:

- You will receive an email (please ensure your email address is updated/current with our office) within three (3) days after keys have been returned notifying you that the move out inspection has been completed, and an itemized list of any charges that have been assessed due to items deemed beyond normal wear and tear, or unpaid charges on your account.

NOVUS

PROPERTY MANAGEMENT

678.664.1400

WWW.NOVUSRENTALS.COM

537 NEWNAN ROAD CARROLLTON, GA 30117



- Within thirty (30) days of keys being returned, you will receive a final statement and your security deposit refund (less any deductions)
- If a balance is owed, you must pay this in full or contact our office to establish a payment plan agreement (signed) *any payment plan agreements must be set to auto-pay*. Otherwise, the account will be sent to collections thirty (30) days post move out.
- If your forwarding address is not provided, this will be mailed to the last known address. If you do not receive the check due to not providing your forwarding address, you will be responsible for the \$35 stop payment fee in order for us to reissue the check, and that will be deducted from the refunded deposit amount.
- Any disputes or requests to verify the accuracy of the itemized list of charges must be submitted within 5 days of keys being returned, in writing to management@novusrentals.com. We will not discuss move out charges or disputes verbally.
- We recommend reviewing the attached Move out/Cleaning checklist and reminders to ensure your security deposit is returned.

Cleaning/Move Out Checklist

This list is for reference only and is not intended to be all inclusive.

General:

- Wash all windows inside and out in all rooms. Clean all window tracks.
- Wash inside and outside of front and back doors.
- Clean out fireplace (if applicable)
- Remove all nails, Please DO NOT fill small holes in your walls with spackle. *The next Residents will often hang pictures in the same place anyway. We have had to completely repaint interiors that were otherwise in good shape after tenants created white polka dots throughout the entire house by filling numerous small holes with spackle. You will be charged for this. If you have caused excessive wear and tear to the walls such that they will need to be touched up or prematurely repainted, talk to us about that before you paint yourself.*
- Clean all vinyl, tile, LVP flooring and baseboards.
- All carpeting is to be vacuumed and professionally shampooed (retain receipt for documentation.)
- All trash must be removed from the premises- interior AND exterior. Do not leave it piled up at the curb. You will be charged.
- Clean all blinds, replace if damaged.
- Clean all light fixtures and ceiling fans throughout the unit and replace any burnt out bulbs. Clean all air vents.
- Smoke detectors must be functioning (replace batteries if needed)
- Air filters must be replaced.

NOVUS

PROPERTY MANAGEMENT

678.664.1400

WWW.NOVUSRENTALS.COM

537 NEWNAN ROAD CARROLLTON, GA 30117



Kitchen:

- Clean inside AND outside of appliances- fridge, stove, dishwasher, vent hood, microwave. DO NOT UNPLUG THE REFRIGERATOR. Empty the ice bin and turn the icemaker off only. Stove: remember to clean the inside of the oven, lower drawer, and under elements.
- Empty the cabinets and drawers of all dishes, silverware, pots/pans, and personal items. Wipe cabinets and drawers inside and out.
- Scrub kitchen floor, including under the movable appliances.
- Clean all countertops and surfaces, including the sink.
- Run garbage disposal ensuring no food remains- use garbage disposal cleaner.

Bathrooms

- Thoroughly clean all tubs, showers, toilets, sinks (including glass enclosure)
- Vanities- remove all personal items/trash- wipe down inside and out
- Clean any mirrors
- Dispose of shower curtains

Washer/Dryer Hookups:

- **When removing washing machine, turn off both cold/hot valves. If water damage occurs due to them not being properly shut off, it will be tenant's responsibility to cover repair costs. Repair costs are HIGH when water damage is a result of negligence.**
- Remove YOUR washer and dryer

Exterior:

- Mow lawn, trim shrubs, and weed flower beds if applicable.
- Haul away all garbage. No garbage should be left at the property.
- Blow off all patios, porches, driveways- clean if needed.

NOVUS

PROPERTY MANAGEMENT

678.664.1400

WWW.NOVUSRENTALS.COM

537 NEWNAN ROAD CARROLLTON, GA 30117