

Owner Move-Out Checklist

This checklist will offer outgoing property owners information about vacating their property in order for RE SolutionsXV to place the property on the rental market and get it ready for a new resident.

The condition of the property upon owner move-out will decide whether we will be able to put the property on the market right away or have to wait to get things done at the property. Ideally, we want the property to be **SHOW READY** upon owner move-out. A show ready and well maintained property will not only yield a higher rental price but also reduce the days on market.

If we already have a signed lease agreement with a resident, we ask that the property be fully vacated at least 72 hours in advance of the lease start date.

1. **UTILITIES:** Ensure all utilities remain ON at the property. Once we have a signed lease agreement with a Lease Start Date, the owner will be notified to contact the utility companies of the date to terminate services.
2. **KEYS:** Prior to an owner vacating, RE Solutions will place a lockbox on the property to leave a key upon departure. Leave all other house keys and mailbox keys on the kitchen counter. RE Solutions will have the locks brought up to the Texas Property Code and will maintain a copy of keys. DO NOT change the locks, as we are on a specific key system that requires the work to be performed by our licensed locksmith.
3. **REMOTES:** We require at least two functioning garage door remote. If the property is in a gated community with remote access, we will require two functioning gate access remotes. Leave the remotes with the keys on the kitchen counter. If there are any additional remotes in the property (i.e ceiling fan remotes, fireplace, etc.) leave those remotes in their respective area. All of these items will be inventoried and will become part of the residents responsibility within the “normal wear and tear” concept. Residents may be charged for replacement if lost or damaged by the resident but the owner will be responsible for replacement otherwise.
4. **HOMEOWNERS ASSOCIATION:** Property owners are responsible for paying their HOA dues and maintaining their HOA account in good standing. The residents are responsible for following the association's covenants, conditions and restrictions (CC&Rs). Owners are required to provide RE Solutions with a digital copy of the

CC&Rs and any other pertinent documentation that may be needed by the residents. This includes any pool rules, amenity access information, etc.

5. **POOL ACCESS KEYS, CARDS or FOBS:** Most HOA sponsored community pools have a method in place to ensure only residents and resident guests are allowed in the pool. Owners are required to provide at least one pool access card or key, if applicable. Leave the pool access card or key on the kitchen counter with other items. The residents are instructed to contact the HOA to let them know that they are the new residents at the property and will have any cards or keys transferred into their name during their tenancy. Any lost, stolen or damaged cars, keys or gobs will be a resident responsibility to replace.

6. **SERVICE CONTRACTS OR HOME WARRANTIES:** We request any information the owner may have on these programs, so we are able to notify the service providers on owners behalf. Ensure these service providers have RE Solutions XV listed as an Authorized Party. Often home warranty companies or other service vendors will not dispatch a vendor until the service fee has been paid. In these cases, RE Solutions will pay the service fee out of the owners maintenance reserve account. Also, please follow up with the service providers to ensure RE Solutions XV will be allowed as an authorized user, some service providers will still contact the owner and not run the issue through the property management company. If this is the case with the service provider, we may ask for assistance from the owner as the policy holder.

7. **APPLIANCE DOCUMENTS / MANUALS:** Any appliance documents should be gathered and placed in a manila folder with any important documents pulled out and left on top. Important items would be:
 - a. Active Warranties
 - b. Important instructions (i.e. Ring system setup, security system, etc.)These items will be left at the property after inventory.

8. **NO PERSONAL PROPERTY SHOULD BE LEFT AT THE HOME:** This would include any furniture, tools, outdoor grills, and landscaping tools. All kitchen and bathroom drawers and cabinets should be completely empty to include any liners. Cleaning supplies and hazardous materials should also be removed from the home. This includes fire extinguishers. Fire extinguishers are an insurance liability for an owner. If left behind, they become the responsibility of the owner to ensure they remain fully charged and are inspectable by the local authority annually. They are best removed from the property to avoid such liability.

9. **TRASH:** Remove all trash or unwanted items from the property. The property should be completely empty to include the garage. The only items that should remain in the garage are extra items for the property (i.e. paint, flooring, etc.). Yard equipment, chemicals, sprays, etc., should be removed. Trash cans are required to be empty

when given to the new residents. All trash receptacles, either from the city or from a third party company, need to be empty prior to residents moving in. Property owners may incur additional charges on their account for items or trash left behind that needs to be removed from the property.

10. YARD / EXTERIOR: Curb appeal is real. Grass should be cut, bushes trimmed and any overgrown trees should be taken care of. Do not forget to also clean up the yard of any trash, toys, or additional items. **This also includes dog feces!** A dog feces removal company can be coordinated with RE Solutions prior to moving out. If not previously coordinated with RE Solutions upon move-out, RE Solutions will send the company and invoice the owner.

11. REPAIRS TO BE COMPLETED BEFORE RESIDENT MOVE IN OR SHOWING: Upon owner vacating, an RE Solutions representative will conduct an onboarding inspection and create a report that will be sent to the owner. This report will include areas that may be required to be repaired prior to a resident moving in or suggested items to repair.

12. SMOKE ALARMS: Texas property code requires smoke alarms and possibly carbon monoxide detectors to be installed and not be more than ten years old. Smoke alarms may have a sticker or stamp on the bottom stating the year it was manufactured. Any smoke alarm older than eight years will be replaced by our vendor. Our vendor will also replace any dead batteries on smoke alarms and carbon monoxide detectors. RE Solutions XV strongly advises owners to inspect the age and batteries of each alarm and replace it yourselves. This will be much more cost effective for the property owner.

13. CLEANING OF THE PROPERTY: As previously stated, owners should leave the property "Show Ready" (description below). If the property is not left "Show Ready" upon vacating, this will delay the ability to show the property to clients and will cause the property to "sit" on the market longer than needed. Owners can coordinate cleaning with RE Solutions prior to moving out to make things move smoothly. If not previously coordinated and the property is not left "Show Ready", we will send a cleaning crew to get the property ready and invoice the owner. Depending on how long the property sits on the market, the owner may be charged for an additional touch up cleaning prior to resident move-in. A cleaning is required when an applicant has been approved and has paid required fees to move-in. At this point cleaning will be scheduled within 72 hours of the residents moving in.

- Air Vents and Air Intake Vents – Free of dust and filters replaced
- Doors – Clean any dirt or grime (especially the door leading into garage)
- Flooring – Must be swept, mopped and vacuumed
- Fireplaces – Ashes removed and swept clean
- Light Bulbs – Replaced with matching bulbs
- Light Switch Covers – Replace damaged covers that match existing and wipe down
- Smoke Alarms – Need to be less than 8 years old and new batteries
- Walls – Clean areas that have visible marks. Nails removed, patched and painted to match.
- Water Softeners – Ensure water softener is full of salt
- Window Sills – Windows sills should be free of debris
- Appliances – Wiped down, light bulbs should be operational and filters replaced if applicable
- Toilet Seats – Should be free of stains and not broken. Stained seats need to be replaced.
- Sinks, Mirrors, Faucets – Should be cleaned and free of streaks and spots
- Exhaust Fans – Should be working properly and free of excessive dust
- Carports, Garages, and Patios – Should all be swept and free of debris

Item Checklist

- One house key
- Mailbox keys
- Garage remotes
- Gate remotes
- Additional remotes
- Amenity access card
- Copy of Homeowners Insurance (emailed to yourfriends@resolutionsxv.com)
- Copy of all HOA documentation (emailed to yourfriends@resolutionsxv.com)
- Other important documentation (i.e. warranty information, appliance instructions, camera or security system instructions) (to be left at the property)