

Helpful Hints for Moving and Disposition of Abandoned Items

Ask about using Missoula Maintenance for a guaranteed cleaning of your unit when you vacate!*

The staff at PPM would like to thank you for the opportunity to assist you with your housing needs. Please consider this our acknowledgment of the notice to vacate you have provided to our office. If your lease obligation ends before the date you have given as your vacate date, you will be held responsible for rent and utilities through the provided vacate date or 30 days from the business day your notice was received, *whichever occurs last*. If you intend on vacating prior to your lease obligation date, you are responsible for all terms of your lease agreement, including rent and utilities until your lease obligations ends.

Please be advised, the first walk-through can take place up to seven days before your vacancy date. We encourage tenants to be present at the scheduled time. You will be emailed the completed move out form as soon as the field representative completes the walk-through. This will serve as your 24-hour cleaning notice. Any damages that resulted from your tenancy will be assessed prior to sending the List of Damages-Security Deposit Refund Disclosure. If you choose not to be present at the scheduled time, a copy of the 24-hour cleaning notice will be emailed to you. The expiration of the 24-hour cleaning notice will coincide with the vacate date you have provided.

PPM has prepared the following informational checklist in order to assist you through your housing transition.

When rent is due, please pay the full amount, or get an accurate pro-rated amount from our office. You will incur late charges if we deduct late rent from the security deposit. Remember to update/change any recurring payments in your tenant portal.

Turn in your keys to our office or leave them in the unit. Keys are considered received the business day we receive them. If you put your keys in the drop box after hours, they will not be considered received until the next business day and rent will be charged accordingly. If we do not receive all keys by the expiration of your notice, you will be charged for the costs to re-key the unit and make key duplications.

Remove utilities from your name. Utilities should be removed from your name effective the day after your lease expires or the day after you have vacated the property, *whichever occurs last*. If you remove the utilities from your name prematurely, the appropriate deductions will be made from the security deposit.

Provide PPM with your forwarding address. You will also need to file a change of address with the post office. PPM must have a forwarding address in order to send you a security deposit refund and/or a disclosure of deductions. If a forwarding address is not provided, we will use the last known address on file.

Cleaning Guidelines:

Please be advised that the following list is not inclusive of all cleaning that may be required at the property. It is to serve as a guideline of items that are commonly missed by residents vacating. Please keep in mind, the property you are vacating should be ready for the next occupants to move in, with the exception of any items determined as an owner responsibility on the move out report completed by our field representatives. Failure to properly clean, damages caused to the property, and unpaid balances for rent, utilities, late fees, etc. will be deducted from your security deposit to offset any expenses incurred by the property

owner. **If your deposit is insufficient to cover cleaning, repairs or unpaid balances, you will be required to pay the excess amount.** If there are any charges deducted from your security deposit, an itemized list of charges will be sent to you within 30 days from the date we received keys. Any security deposit monies due to you will accompany the disclosure. If no charges are assessed, the disclosure and your deposit will be sent to you within 10 days of this determination.

All carpets must be vacuumed and cleaned. Carpets must be returned to the condition that they were at move in. Carpets were cleaned prior to your move in and must be cleaned when you move out. Please provide documentation, a receipt, or hand written statement is acceptable.

Sweep and mop all linoleum surfaces. Sweep hard wood and cement floors and clean with approved cleaning products.

Clean entry door both inside and out. The threshold and entry area must be thoroughly cleaned.

Clean porch/patio/deck. All porch/patio/deck areas and steps need to be swept, railings wiped down, cobwebs removed and exterior walls wiped down.

All blinds and/or drapes must be free of dust and stains. Be sure to clean all blind slats, tops, valance, strings, and turn handles.

Wipe down all unit walls. Make sure to also wipe down baseboards and edges and remove any dust accumulations in corners. Wipe down electrical outlets, light switches, thermostats, heater vents, air conditioning units and ceiling fan blades. *If 3M sticky adhesive wall hangers were used be sure to read the directions for removal. If damage occurs due to improper removal, the tenant will be charged to repair.

Clean windows. Clean windows to remove any spotting, hand-prints, etc. Also, make sure to include the window tracks and frame.

Clean all sinks, under sinks, tubs/showers, and toilets. This includes surrounding floors, hard water buildup around faucets, in toilet bowls, in tubs and on shower walls and wipe areas behind toilets and sinks. Clean shower walls, doors, tracks, and/or rods.

Clean refrigerator thoroughly inside and outside (including back and top). Most refrigerators pull out from the wall*. You must clean the floor around and underneath, walls and baseboards surrounding refrigerator and ceiling above refrigerator. Defrost freezer if not self-defrosting. **DO NOT leave refrigerator unplugged or turned off!** Doing so may damage the refrigerator.

Clean stove including the stove surfaces, hood, knobs, drip pans, and under drip pans and burners. Most stove tops lift for easy access to the area below burners. You may buy new drip pans rather than try to get the old pans clean, just make sure you purchase the proper size/type.

Clean oven including the inside and outside surfaces, oven grates, oven drawer, floor below oven drawer* (most drawers can be removed to clean underneath) and broiler pan (if provided). Follow manufacturer instructions for self-cleaning ovens.

Clean dishwasher. You may run a wash cycle with one gallon of white vinegar (no soap) to remove food residue, mineral deposits and soap scum. Wipe down exterior surface, soap dispenser, and interior door.

Wipe down washer and dryer. Wipe down interior and exterior. Pull washer and/or dryer out* and clean wall and floors around and below. Remove any accessible lint accumulation from dryer.

Wipe down all unit surfaces, including counter-tops, windowsills, doors, and doorframes, cupboards, and drawers wipe down surfaces inside and out and dust tops of cupboards.

Clean light fixtures and replace all burnt out light bulbs in all accessible interior and exterior fixtures. Ensure to use the correct type and approved size of bulb (wattage typically no greater than 60).

Test all smoke alarms and CO detectors. Replace batteries if not working or weak sounding.

Meet all required lawn care and snow removal duties until your final day of responsibility (includes weeding, watering, mowing, removing leaves, etc.) If you have a pet, ensure that all pet waste has been picked up and properly disposed of. Also, clean personal trash facilities and surrounding area.

Check storage, carport, and/or garage to ensure the area is free of trash and all personal items are removed. Sweep and clean storage unit/garage floors.

Remove all personal items from interior and exterior of property. Do not leave behind any trash, cleaning supplies or boxes.

*** When pulling out appliances, please use care to not damage the floor, as you will be held responsible for any damages incurred.**

We look forward to working through the 24-hour cleaning notice period with you. Remember, the best opportunity to communicate in regards to the 24-hour cleaning notice is during the initial walk-through of the unit. **Please note, we are not able to extend the 24-hour cleaning notice!** We hope these hints and tips will assist you in your housing transition. If you have any questions, please do not hesitate to contact our office. Thank you for renting from Professional Property Management, Inc.

Move Out Costs:

We understand that moving out of a property can be a very stressful time, therefore Professional Property Management, Inc. would like you to be aware of the potential move out costs if you were not to clean your unit upon vacating or if there is a need for replacement of items due to damages.

Cleaning-

Cleaning is charged at \$39.00 per hour, with a minimum of 1 hour charged.

Carpet cleaning is based on size of unit and on average ranges between \$65.00-\$300.00

Replacement charges for damaged or missing items-

In addition to the costs of supplies, there is a labor rate of \$39.00-\$49.50 per hour.

An example of some of the charges for replacement that could occur in addition to labor rates are as listed below:

Drip pans	\$20.00	CO Detector	\$39.99
Window screen	\$75.00	Towel Bars	\$15.00
Slider Door Screen	\$125.00	Smoke Alarm	\$25.00
Mailbox keys	\$60.00	Outlet Cover	\$15.00
Door keys (per lock)	\$35.00	Light Switch Cover	\$15.00
Crisper covers	\$15.00	Window Blinds	\$45.00
Refrigerator shelves	\$55.00	Light Fixture	\$40.00
Refrigerator Bars	\$55.00	Batteries	\$5.00
Doors	\$100.00		

Please note this list is not all-inclusive and that if higher costs are incurred for replacement maintenance you will be responsible for the higher costs.

Damages-

Per MCA, a tenant is not allowed to repair damages prior to vacating.

Removal of Property Left Behind-

Per MCA 70-24-430 PPM has an obligation to store any property left behind from a tenant for at least 10 days. The minimum charge for removal of items left behind, storage of items and dump fees is \$175.00 and is based on number and size of items.

70-24-430. Disposition of personal property abandoned by tenant after termination.

(1) (a) If a tenancy terminates in any manner except by court order and the landlord has clear and convincing evidence that the tenant has abandoned all personal property that the tenant has left on the premises and a period of time of at least 48 hours has elapsed since the landlord obtained that evidence, the landlord may immediately remove the abandoned property from the premises and immediately dispose of any trash or personal property that is hazardous, perishable, or valueless.

(b) An item that is clearly labeled "rent to own" or "leased" or likewise identified may be discarded only with confirmation from the lessor that the item does not have a lien, provided that the lessor can be easily identified from the label and the landlord makes a reasonable effort to contact the lessor.

(c) For the purposes of this subsection (1), the following definitions apply:

(i) "Hazardous" means an item that is potentially or actually flammable or a bio hazard or an item otherwise capable of inflicting personal harm or injury.

(ii) "Perishable" means any item requiring refrigeration or any food item with a marked expiration date.

(iii) "Valueless" means any item that has an insubstantial resale value but does not include personal photos, jewelry, or other small items that are irreplaceable.

(2) The landlord shall inventory and store all abandoned personal property of the tenant that the landlord reasonably believes is valuable in a place of safekeeping and shall exercise reasonable care for the property. The landlord may charge a reasonable storage and labor charge if the property is stored by the landlord, plus the cost of removal of the property to the place of storage. The landlord may store the property in a commercial storage company, in which case the storage cost includes the actual storage charge plus the cost of removal of the property to the place of storage.

(3) After complying with subsection (2), the landlord shall make a reasonable attempt to notify the tenant in writing that the property must be removed from the place of safekeeping by sending a notice with a certificate of mailing or by certified mail to the last-known address of the tenant, stating that at a specified time, not less than 10 days after mailing the notice, the property will be disposed of if not removed.

(4) The landlord may dispose of the property after complying with subsection (3) by:

(a) selling all or part of the property at a public or private sale; or
(b) destroying or otherwise disposing of all or part of the property if the landlord reasonably believes that the value of the property is so low that the cost of storage or sale exceeds the reasonable value of the property.

(5) If the tenant, upon receipt of the notice provided in subsection (3), responds in writing to the landlord on or before the day specified in the notice that the tenant intends to remove the property and does not do so within 7 days after delivery of the tenant's response, the tenant's property whether of value or not is conclusively presumed to be abandoned. If the tenant removes the property, the landlord is entitled to storage costs for the period that the property remains in safekeeping, plus the cost of removal of the property to the place of storage. Reasonable storage costs are allowed a landlord who stores the property, and actual storage costs are allowed a landlord who stores the property in a commercial storage company. A landlord is entitled to payment of the storage costs allowed under this subsection before the tenant may remove the property.

(6) The landlord is not responsible for any loss to the tenant resulting from storage unless the loss is caused by the landlord's purposeful or negligent act. On the event of purposeful violation, the landlord is liable for actual damages.

(7) A public or private sale authorized by this section must be conducted under the provisions of 30-9A-610 or the sheriff's sale provisions of Title 25, chapter 13, part 7.

(8) The landlord may deduct from the proceeds of the sale the reasonable costs of notice, storage, labor, and sale and any delinquent rent or damages owing on the premises and shall remit to the tenant the remaining proceeds, if any, together with an itemized accounting. If the tenant cannot after due diligence be found, the remaining proceeds must be deposited with the county treasurer of the county in which the sale occurred and, if not claimed within 3 years, must revert to the general fund of the county available for general purposes.

(9) The landlord shall ensure that the terms of this section are included in plain and understandable language as a notification in any lease or rental agreement at the time of the agreement or when the tenant occupies the property. The landlord shall provide the same notification upon termination of the lease or rental agreement.

