

COMMON QUESTION DURING MOVEOUTS

Q: Can we store our things in the garage? In the house? Just a bed?

- *NO, all items MUST be removed or they will be considered abandoned and WILL BE REMOVED. This includes where you are moving to. We do not have any way of keeping track of individual items.*

Q: Can I leave my bike or car at my new place during the turnover?

- *NO, if you do, it will be removed. See above. Please do not leave your bike or car at the property you are moving from either.*

Q: Can I get in to take measurements?

- *NO. There are schematics on the website of every property we have. If you are found on/in the property during turnover without permission, you are trespassing and may be prosecuted.*

Q: When will I get my security deposit back?

- *By law, we have 21 days after you vacate to return your deposit. This information is also stated in your moveout letter as, your lease and our FAQ's page on our website.*

Q: Who is the designated recipient for our Security Deposit? Can we change it?

- *Who is the lead tenant when you sign into your portal? Yes! It can be changed. There is a form on our website under the "forms" tab. All tenants must sign this form. If you are unsure who you chose, please email us prior to your lease end date and we can assist you.*

Q: Can I turn in all the keys for my house?

- *Each individual should turn in their own key. Don't forget to turn in your mail key (if applicable). Do NOT leave keys in the unit, this may create a charge for you for rekeying. Keys need to be brought to our office. Envelopes will be available for after hours.*

Q: When should I turn my utilities off?

- *If you are having us order the cleaning for your apartment, please leave utilities on for 10 days past the date you are vacating. If you feel you have cleaned and repaired everything in your apartment prior to vacating, you may close out utilities, but if something needs to be fixed and we have to turn them back on temporarily, the extra charges will be deducted from your security deposit.*