

Normal Wear and Tear/Move Out Instructions

To assist you in your move Coast & Valley Properties, Inc. has provided this document with the approved move out procedures and a checklist to help you comply with the approved move out policies.

WEAR AND TEAR VS DAMAGES

Security deposit can be used to repair damage for which the tenant is responsible. However, the landlord cannot apply the security deposit to normal wear and tear. The question is – What’s the difference?

NORMAL WEAR AND TEAR DEFINED

The legal definition of “normal wear and tear” as stated by the California Department of Consumer Affairs found at (<http://www.dca.ca.gov/publications/landlordbook/sec-deposit.shtml>) states:

“The statute’s terms “reasonably necessary” and “normal wear and tear” are vague and mean different things to different people. The suggestions are offered as practical guides for dealing with security deposit issues. While these suggestions are consistent with the law, they are not necessarily the law in this area.”

Coast & Valley Properties interpretation of normal wear and tear is Normal wear and tear means that deterioration which occurs, based upon the use of which the rental unit is intended, without negligence, carelessness, accident, or abuse of the premises or equipment by the tenant or members of his household, or their invitees or guests. Damage can therefore be defined as deterioration which occurs do to negligence, carelessness, accident, or abuse of the premises or equipment by the tenant or members of his household, or their invitees or guests.

DIRT

Notice that normal wear and tear does not include dirt. – Dirt is considered negligence, carelessness, accident or abuse. The rental unit will be considered dirty if not as clean as when the tenant received it.

MOVE OUT POLICIES AND PROCEDURES

The following checklist is provided for your convenience and to help the exiting tenant make sure the property is cleaned at vacancy to assist in refund of their deposit.

Documentation: If you have not already completed a 30 day notice to vacate then the first thing you should do is complete one immediately and email to amy@coastandvalleypm.com or fax to 831-597-5500. Please confirm receipt with an email or a phone call to the office that we have received your notice in writing. The 30 day notice form can be downloaded from www.CoastandValleyPM.com.

When your notice to vacate has been received, you will be notified by the office of your move out inspection day and time. If you wish to change the time of the appointment, at least 7 days’ notice must be given and it will

be on a first come-first served basis. Should you desire a pre-inspection to pass your final inspection we do offer a pre-inspection 1 day prior to your final inspection. By the time of the pre-inspection, the property should be completely vacant, all hauling done and cleaning finished. The purpose of the pre-inspection is to point out any items that you may have overlooked in cleaning or related issues while you still have time to make the corrections.

Rent: Rent for the final month is still due on the 1st of the month. Security deposits may not be used as rent so be sure to pay your rent through the terms of the lease even if you plan on turning your keys in early.

Utilities: Once you have given the 30 day notice to vacate, contact all of the utility companies to have them transferred out of your name. Please do not have them turned off prior to your move out date as they will be kept on and transferred to Coast & Valley Properties.

Move In - Inspection: Review your move-in inspection form that was completed when you moved in. This was provided to you at the time you received your keys to the property. These sheets will aid you in your cleaning and in preparing the property for the move out inspection.

Keys, Fobs and Remotes: Turn all keys, fobs, garage remotes, parking and/or pool permits/tags at the time of your move out inspection to the inspector or at the office on the day of move out during our normal business hours. Do not leave any of these items at the rental property.

Cleaning: Tenants typically underestimate the amount of time it take to completely clean a vacant property and often do not schedule enough time during their move to complete the cleaning process. If you are unsure of what will be checked for cleanliness you can use your Move –In Inspection Form to complete a thorough cleaning. Each item on the list will be reviewed and if it is not clean it will be documented, photographed and used in the calculations for the security deposit disposition. Your home was professionally cleaned prior to your move in.

If you choose to hire a professional cleaning company to clean the property on your behalf make sure to provide the cleaning guidelines and inspect their work as any work missed will be withheld from your security deposit.

Below is our cleaning guidelines which are used by our cleaners to get our properties ready for rent.

- **Vacuum and clean carpets, floors and baseboards:** (Carpets were professional cleaned prior to your move in and must be professionally cleaned, with a truck-mounted unit, at your move out. If you have a pet, carpets must also be treated for odor and pests. We will contract this to be done unless you provide a paid receipt at your move out inspection appointment.
- **Fireplace/chimney cleaning:** If you have one or more wood burning fireplace, the chimneys were cleaned prior to your move in and you are required to have them cleaned or certified that they have not been used by a licensed chimney cleaner. We will contract this to be done unless you provide a receipt at your move out inspection appointment.

- **Light bulbs and light fixtures:** Remove and clean the light fixture covers and reinstall them. All light bulbs (including outside and appliances) should be of proper size and type for fixture and in working order. Smoke and carbon monoxide detectors should be up and in working order.
- **Clean walls, doors, door casings on top and sides, baseboards, light switches, and outlets:** **PAINTING – PLEASE DO NOT PATCH OR PAINT THE WALLS.** If you feel there is damage to walls beyond normal wear and tear and wish to have the walls painted before your vacancy, please call the office for permission in writing. Work is guaranteed if by a vendor referred to you by Coast & Valley Properties. Any other contractor must submit their licensing and insurance information prior to work commencing. Additional charges will accrue if patching or painting the walls is attempted.
- **Clean forced air heater, remove heat register and vacuum the heat duct and replace cover. Clean ceiling registers. Clean Wall heaters and dryer vents.**
- **Clean window's/Tracks/Screens:** Windows should be cleaned inside and out and streak free. Recommended way to clean the window tracks is by inserting a damp cloth or paper towel with a flathead screwdriver, being careful not to scratch the finish.
- **Light bulbs and light fixtures:** Remove and clean the light fixture covers and reinstall them. All light bulbs (including outside and appliances) should be of proper size and type for fixture and in working order. Smoke and carbon monoxide detectors should be up and in working order.
- **Clean all vertical and horizontal blinds:** If dusting does not leave them feeling clean, you are required to clean each slat with an appropriate cleaner. If any of the blinds have damaged slats, which were not damaged prior to your tenancy, they must be replaced at your expense.
- **Clean all cupboards and drawers:** Clean inside and out.
- **Counters/Sinks/Faucets/Tubs>Showers:** Clean counter tops, sinks, faucets, wood work, walls, soap dishes, remove all soap film and mildew. Clean inside and outside of toilets. (CLR works well at removing calcium deposits).
- **Clean all appliances:** Clean the refrigerator, stove, hood, dishwasher, trash compactor, microwave inside and out. Move refrigerator and stove out from the wall to clean underneath. (NOTE: if this is too hard for your or there are no rollers we will move them during the inspection and you can clean underneath it while the inspection is being performed.) Clean inside the tracks of the rubber gaskets around appliance doors. Clean under burners, controls, burner rings, drip pans, oven, racks, broiler pan, hood and filter. **DO NOT USE OVEN CLEANER ON SELF-CLEANING OVENS OR CONTINUOUS CLEANING OVENS.** Also please use caution when cleaning the hood and stove so as not to damage the finished surface areas.



- **Garage cleaning:** Dust remove cobwebs, bugs, debris and sweep floor. Clean windows/tracks/screens. If your car has leaked oil in the garage or driveway the oil stains must be removed. There are a number of products available that will accomplish this.
- **Yard cleaning:** Leave the yard well-watered, weeded and mowed. Remove all trash, personal belongings, firewood debris including animal feces.

Deposit Refund: The deposit refund statement and the balance of your deposit will be sent no later than 21 days after your vacancy. It is our desire that you receive your entire deposit back. It is in your best interest to make sure you are prepared for your final inspection and take advantage of the pre-inspection.

The date you give us for the termination of your lease is critical to our scheduling. We will work from the date provided by you in the 30 day notice to vacate. Should you need to reschedule your inspection, please so 7 days prior to your move out inspection. Should you reschedule at the last moment this may result in a holdover and additional fees. Also the inspector to return at a time that fits his schedule.

If at the time of your final inspection, you do not have your cleaning completed, the inspector will proceed with the inspection as he or she will most likely have previously scheduled appointments thereafter.

Again, please use the information provided to help you receive all of your deposit back.