



Move Outs

A comprehensive step by step guide to completing move out procedures the LPMC way.

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It's bound to happen and the nature of our business... the dreaded *MOVE OUT!* That being said, the easiest way to combat these with new move ins, is through **planned** move-outs. The following outlines the LPMC move out process and will ensure that your move out process is seamless, making it easier to turn units and as a result mitigate vacancy loss via the happiest days of our business... **NEW MOVE IN DAYS!!!**

The LPMC Way...

- * These are the forms you'll need to complete to properly account for and process a move out. These forms can all be found at www.mylpmc.biz using the forms link.
 - * O1 – Intent to Vacate
 - * O2 – Vacate Form Letter
 - * O6A – Move in Report
 - * O6B – Move out Report
 - * O20 – Notification of Vacancy
 - * O23 – Maintenance Work Order
 - * O41 – Termination Settlement Estimate Letter
 - * O42 – Termination Settlement Checklist
 - * O43 – Security Deposit Disposition Letter

The O1-Intent to Vacate

- * The O1 is to be filled out by the resident or by the manager if the resident cannot fill out but has provided an exact date of move out.
- * With any intent to vacate, provide the resident with an O2 – Vacate form letter.
- * Prior to the 30th day of notice, schedule a unit inspection of the apartment so you can be prepared for any maintenance items that will need attention during the turn process.

O6A/O6B-Move In/Move Out Reports

LANDMARK PROPERTY MANAGEMENT CO.

MOVE-IN REPORT

Property: _____
 Unit Number: _____ # of Bedrooms: _____ # of Bathrooms: _____
 Resident: _____

Site Manager to complete the following:
 Keys/remotes provided to the new resident list below: _____
 Carpet/Vinyl Replaced: _____
 Unit Painted: _____

New Resident to complete the following:
 The new resident will rate the condition of their apartment below based on the sliding scale of 1 – 5 (1 being unacceptable and needing repairs to 5 being satisfactory). Out to the side notes must justify items rated below a 3. Maintenance will make repairs to items rated below a 3 and justified by the manager.

	1	2	3	4	5	Notes:
General Cleanliness of Unit						
Carpet						
Light Fixtures						
Mini Blinds						
Windows and Window Locks						
Door locks						
Smoke Detectors						
Painting						
HVAC Unit						
Ceiling Fans (if applicable)						
Electrical Outlets						
GFI Switches						
Kitchen Floor						
Refrigerator						
Stove						
Dishwasher (if applicable)						
Garbage Disposal (if applicable)						
Kitchen Sink						
Kitchen Cabinets / Counters						
Fire extinguishers (if applicable)						
Bathroom(s) Floor						
Bathroom(s) Sink						
Bathroom(s) Cabinets/Counters						
Toilet(s)						
Bathtub(s)						
Exhaust Fan(s)						
Toilet Paper/Towel bar holders						
Medicine Cabinet (if applicable)						
Bedroom(s)						
Other:						
Other:						

I certify that the foregoing report represents the condition of the unit.
 Resident: _____
 Date: _____

If this report discloses any deficiencies, I certify they will be remedied within 30-days of move-in date.
 Site Manager: _____
 Date: _____

O6A

LANDMARK PROPERTY MANAGEMENT CO.

MOVE-OUT REPORT

Property: _____
 Unit Number: _____ # of Bedrooms: _____ # of Bathrooms: _____
 Resident: _____ Move-Out Date: _____

Site Manager to complete the following:
 Keys/remotes provided to the manager by the resident list below: _____
 Carpet/Vinyl Replaced: _____
 Unit Painted: _____

The Site Manager will complete the below checklist with the resident (if present) and document his/her findings by the rating scale. (1 being unacceptable damage caused by the resident and 5 being normal wear/tear and acceptable.) Any damages noted in columns 1-3 that will be charged to the resident will be documented by photographs.

	1	2	3	4	5	Notes:
General Cleanliness of Unit						
Carpet						
Light Fixtures						
Mini blinds						
Windows and Window Locks						
Door locks						
Smoke Detectors						
Painting						
HVAC Unit						
Ceiling Fans (if applicable)						
Electrical Outlets						
GFI Switches						
Kitchen Floor						
Refrigerator						
Stove						
Dishwasher (if applicable)						
Garbage Disposal (if applicable)						
Kitchen Sink						
Kitchen Cabinets / Counters						
Fire extinguishers (if applicable)						
Bathroom(s) Floor						
Bathroom(s) Sink						
Bathroom(s) Cabinets/Counters						
Toilet(s)						
Bathtub(s)						
Exhaust Fan(s)						
Toilet Paper/Towel bar holders						
Medicine Cabinet (if applicable)						
Bedroom(s)						
Other:						
Other:						

I certify that the report represents the condition of the unit at move-out.
 Resident: _____
 Date: _____

I certify that the report represents the condition of the unit at move-out.
 Site Manager: _____
 Date: _____

O6B

Move In/Move Out Reports

O6A/O6B

- * Always do a thorough inspection of the unit at move in. Be sure to have the resident sign the O6A form at move in.
- * Do a comparable, thorough inspection of the unit prior to the move out. Have the resident sign the O6B form once you have completed the inspection.
- * Make the resident aware of prospective charges associated with the damages assessed during the move out inspection.
- * Take photographs to accompany these reports in order to avoid any disputes and to use as validation for damages charged.

Next Steps...

O20 & O23

- * The day of the move out (keys turned in) send your Regional Manager the O20 form. This is a notification of vacancy and lets your RPM know that you have a unit on the market.
- * Complete your O23. This is your maintenance work order to begin turning the unit. Painting, carpet cleaning, janitorial and turn maintenance should all be listed on these forms.

MAINTENANCE REQUEST

2205

BUILDING _____ # _____

NAME _____

PHONE # _____ OR TO ENTER YES/NO

ASSIGNED TO _____ ASSIGNED BY _____

DATE REPORTED _____ TIME _____

DATE ASSIGNED _____ TIME _____

TIME STARTED _____ TIME COMPLETED _____ HRS _____ MINS _____

DATE COMPLETED _____ TIME _____ HRS _____ MINS _____

DESCRIBE IN DETAIL NATURE OF WORK

SERVICE PERSON COMMENTS _____

SERVICE PERSON _____

NOTE TO RESIDENT _____

RECORDED BY _____

Assess the damage...

O41 & O42

- * By submitting an O23 to your maintenance manager, he/she should be able to assess the estimated cost required to turn the unit that may need to be charged back to the resident (i.e. carpet replacement).
- * Prepare and mail to the resident a O41; the Termination Settlement Estimate Letter. This tells the resident that although the apartment has not been turned and repairs are not complete, based on the move out inspection, these will be the costs associated with bringing the apartment to a ready condition, that they will be responsible for.
- * Complete the O42; the Termination Settlement Checklist. This form is to be used when completing move out paperwork for the unit. Use this document as a system of checks and balances prior to sending the move out to the Home Office.

Security Deposit Disposition

O43

- * This is the final step in your move out process. The O43 is your determination of whether or not the former resident will receive a full or partial refund of their security deposit.
- * In some cases, the resident will receive no refund and/or owe the property liquidated damages above and beyond what they forfeited via their security deposit.
- * Reasons for forfeiting all or a portion of the security deposit can include:
 - * Unpaid Rent.
 - * Unpaid Legal Fees
 - * Unpaid ancillary charges (late fees, trash fines).
 - * Vacancy Loss associated with incomplete or early termination of a lease.
 - * Unpaid tenant damages.
 - * Carpet/Vinyl
 - * Cleaning
 - * Appliance damage
 - * Holes in walls/etc.

Additional Move Out Tools

- * Vacancy Loss Calculator:
 - * The vacancy loss calculator is to be used on all residents whom fail to fulfill their lease terms unless it is for a specific reason outlined in the lease agreement.
 - * If the manager does not receive a 30-day notice, they are to begin counting the 30-day notice and charge the vacancy loss the day they receive the keys from the resident.
 - * YOU CANNOT CHARGE VACANCY LOSS IF YOU FILED EVICTION OR TERMINATED A RESIDENT.

Painting and Carpet Charges Calculation Tool

- * At www.mylpmc.biz you also have access to a painting and carpet charges calculation.
- * Any damages to the carpet, vinyl, walls considered outside normal wear and tear is to be charged to the resident as excessive damage.
- * ALWAYS take photographs to accompany any excessive damage charge.
- * Painting carries a shelf life of 60 months. Therefore any damages associated with paint, will be assessed using a depreciated value, and then charged based on the remaining shelf life.
- * Carpet carries a shelf life of 72 months. Therefore any damages associated with carpet will be assessed using a depreciated value and then charged based on the remaining shelf life.
 - * **EX: Resident moved in with brand new carpet. Carpet Installed in 2012 for \$500. Carpet needs to be replaced in 2014. Resident lived in the apartment for 18 months. That means you can charge the resident for 54 months at \$6.94/month or \$375 (TO BE CHARGED IN ICAM).**