

**PEMBROKE COMMERCIAL REALTY L.L.C.  
MOVE OUT PROCEDURES**

Date \_\_\_\_\_

Resident Name \_\_\_\_\_

Resident Address \_\_\_\_\_

I have received and understand the “Move-Out Procedures” provided to me on \_\_\_\_\_. I understand that I have the right to be present for the move out inspection scheduled for \_\_\_\_\_.

If you wish to be present at the final move out inspection you must call the rental office and make an appointment at least two days in advance prior to my scheduled move-out date. Move out inspections are only performed Monday through Friday 9:00 AM- 4:30 PM. If you are unable to be present at the move-out inspection, please contact the rental office to make other arrangements. Please be advised that all personal items **MUST** be removed from the apartment at the time of the inspection. Once the move out inspections has been completed you will not be allowed to re-renter the apartment.

\_\_\_\_\_  
Resident

\_\_\_\_\_  
Resident

\_\_\_\_\_  
Resident

\_\_\_\_\_  
Agent

**\*PLEASE RETURN THIS FORM TO THE RENTAL OFFICE\***

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THE FOLLOWING GUIDELINES ARE PRESENTED TO YOU IN ORDER TO MAKE YOUR MOVE AS SIMPLE AS POSSIBLE. PLEASE READ THE FOLLOWING INSTRUCTIONS AND DO NOT HESITATE TO CALL THE RENTAL OFFICE IF YOU HAVE ANY QUESTIONS.

**VIRGINIA POWER:** CALL VIRGINIA POWER AT 1-888-667-3000 AND ARRANGE FOR YOUR ELECTRICAL SERVICES TO BE DISCONNECTED. MAKE THEM AWARE OF THIS AT LEAST **TWO (2) BUSINESS DAYS** PRIOR TO YOUR MOVE OUT DATE. **PLEASE BE SURE TO ONLY DISCONNECT YOUR ELECTRIC SERVICE AT THE END OF YOUR LEASE TERM** OR YOU WILL BE CHARGED A \$50.00 PROCESSING FEE, IN ADDITION TO BEING REBILLED FOR SERVICE FOR THE REMAINDER OF YOUR LEASE TERM.

**CHAMPION/WATER BILLING:** THE LEASING OFFICE WILL CONTACT CHAMPION AND WILL CLOSE OUT YOUR BILLING ACCOUNT. YOUR FINAL WATER BILL WILL BE DEDUCTED FROM YOUR SECURITY DEPOSIT BALANCE. IF YOU RECEIVE A BILL AFTER YOU HAVE MOVED OUT, OR HAVE AN UNPAID BILL AS OF YOUR MOVE-OUT DATE, **DO NOT MAIL A PAYMENT**. DOING SO WILL RESULT IN YOUR ACCOUNT HAVING A CREDIT BALANCE WHICH WILL **ONLY** BE REFUNDED BY CHAMPION IN ACCORDANCE WITH THEIR REFUND POLICY.

**VERIZON/COX:** ARRANGE FOR YOUR PHONE, CABLE AND/OR INTERNET TO BE DISCONNECTED. PLEASE MAKE THEM AWARE OF THIS AT LEAST FIVE (5) BUSINESS DAYS PRIOR TO YOUR MOVE OUT DATE. IF YOUR PHONE SERVICE IS WITH ANOTHER PHONE COMPANY, CONTACT THAT SERVICE PRIOR TO MOVE-OUT FOR DISCONNECTION. VERIZON:757-455-2200 COX: 757-222-1100

**MAIL BOX KEYS:** CONTACT THE LOCAL POST OFFICE OR GO TO USPS.COM TO PUT IN CHANGE OF ADDRESS. YOU MAY DISCARD YOUR MAILBOX KEYS WHEN YOU MOVE OUT OR RETURN THEM DIRECTLY TO THE POST OFFICE. THE MAILBOX LOCKS WILL BE CHANGED WHEN A NEW RESIDENT MOVES IN

**APARTMENT KEYS:** YOUR APARTMENT KEYS MUST BE RETURNED TO THE RENTAL OFFICE AT THE COMPLETION OF YOUR MOVE OUT INSPECTION. FAILURE TO DO SO WILL RESULT IN A \$25.00 FEE.

**NEWSPAPER:** IF YOU RECEIVE THE VIRGINIAN PILOT AT YOUR APARTMENT PLEASE CALL 446-9000 AND HAVE DELIVERY STOPPED.

**MOVING TRUCKS:** PLEASE ADVISE YOUR TRANSFER AND STORAGE COMPANY AND/OR YOUR HOUSING REPRESENTATIVE THAT **THERE IS NO TURNING SPACE FOR TRACTOR TRAILERS ON OUR PROPERTY**. A TRANSFER TRUCK WILL BE REQUIRED. IN ADDITION, NO VEHICLES ARE PERMITTED ON LAWN AREAS AT ANY TIME. DAMAGES WILL BE CHARGED TO YOUR RENTAL ACCOUNT IF THIS POLICY IS NOT STRICTLY ADHERED TO.

**DEPOSIT:** YOUR SECURITY DEPOSIT WILL BE USED ACCORDING TO THE SECURITY DEPOSIT AGREEMENT TO COVER ANY DAMAGES OR CLEANING CHARGES THAT MAY BE INCURRED. A PARTIAL LIST OF THESE CHARGES IS ATTACHED TO THESE PROCEDURES. THE BALANCE OF YOUR SECURITY DEPOSIT WILL BE REFUNDED TO YOU BY MAIL BY OUR ACCOUNTING OFFICE WITHIN FORTY-FIVE (45) DAYS OF YOUR LEASE TERMINATION DATE.

**MOVE OUT INSPECTION:** YOU HAVE THE RIGHT TO BE PRESENT FOR YOUR MOVE OUT INSPECTION. CONTACT THE OFFICE AT LEAST TWO (2) DAYS PRIOR TO YOUR SCHEDULED MOVING DATE TO ARRANGE FOR A MOVE OUT INSPECTION. THESE INSPECTIONS ARE ONLY PERFORMED MONDAY THRU FRIDAY FROM 9:00 AM TO 4:30 PM

**PEMBROKE COMMERCIAL REALTY L.L.C.**  
**MOVE OUT CHECKLIST:**

THIS CHECKLIST IS PROVIDED FOR YOUR USE AS A GUIDELINE DESIGNED TO GIVE YOU AN IDEA OF WHAT WE LOOK FOR WHEN CONDUCTING MOVE OUT INSPECTIONS. SHOULD YOU COMPLETE THE ITEMS LISTED BELOW AS WE RECOMMEND, DEDUCTIONS FROM YOUR SECURITY DEPOSIT SHOULD BE MINIMAL, IF ANY AT ALL. THIS DOES NOT SERVE AS A GUARANTEE BUT MERELY AS A GUIDELINE.

**KEYS:** AT THE TIME OF YOUR MOVE OUT INSPECTION, ALL OF YOUR BELONGINGS MUST BE OUT OF THE APARTMENT BEFORE THE INSPECTION CAN BE CONDUCTED. THE TWO (2) DOOR KEYS AND 1 CLUBHOUSE KEY MUST BE COLLECTED OR A \$25.00 RE-KEY FEE WILL BE ASSESSED. MAILBOX KEYS SHOULD BE RETURNED TO THE POST OFFICE.

**CARPET CLEANING:** REGARDLESS OF THE LENGTH OF RESIDENCY, CARPETS ARE TO BE PROFESSIONALLY SHAMPOOED PRIOR TO MOVE OUT. **A COMMERCIAL RECEIPT MUST BE PROVIDED** WHEN YOUR KEYS ARE RETURNED TO THE RENTAL OFFICE; HOWEVER, IF YOU PREFER, WE CAN ARRANGE FOR THE CARPET CLEANING AFTER MOVE-OUT AND HAVE THAT FEE DEDUCTED FROM YOUR SECURITY DEPOSIT. KOOL-AID STAINS, WINE STAINS, ETC. ARE CONSIDERED PERMANENT DAMAGE. PERMANENT DAMAGE WILL RESULT IN REPLACEMENT OF THE CARPET IN ITS ENTIRETY.

**PAINTING:** RESIDENTS WHO HAVE LIVED IN OUR COMMUNITY LESS THAN TWELVE (12) MONTHS WILL BE RESPONSIBLE FOR THE COST OF RE-PAINTING THE APARTMENT IF THE LEASE HAS NOT BEEN FULFILLED AS AGREED UPON. AS OUTLINED IN YOUR LEASE AGREEMENT WE PROHIBIT OUR RESIDENTS FROM PAINTING THE APARTMENT WALLS. IF ANY WALLS HAVE BEEN PAINTED YOU WILL BE RESPONSIBLE FOR THE COST OF RETURNING THE WALLS TO THEIR ORIGINAL COLOR.

**HOLES IN WALLS:** REGARDLESS OF THE LENGTH OF STAY, CHARGES WILL BE ASSESSED FOR ANY HOLES LARGER THAN THE SIZE OF A DIME. **DO NOT SPACKLE ANY WALL.** TEXTURED WALLS HAVE A SPECIAL PROCEDURE TO FOLLOW, SO THE PATCHWORK IS CONTRACTED.

**PET OWNERS:** PLEASE NOTE IF YOU HAVE A PET, A FEE OF \$34.00 WILL BE ASSESSED FOR EXTERMINATION OF FLEAS. DAMAGE BY PETS TO CARPETS, VINYL, WALLS, DOORS, ETC. WILL BE CHARGED TO THE RESIDENT. YOUR NON-REFUNDABLE PET FEE AND MONTHLY PET RENT WILL NOT RELIEVE YOU OF THE RESPONSIBILITY OF DAMAGES CAUSED BY YOUR PET(S).

**MISC. ITEMS:** THE FOLLOWING ITEMS ARE PROVIDED IN EACH APARTMENT AND NEED TO BE THERE AT THE TIME OF THE INSPECTION. AGAIN, THERE ARE VARIOUS CHARGES FOR EACH ITEM THAT IS MISSING.

- VERTICAL & MINI BLINDS
- SHOWER CURTAIN ROD(S)
- TUB STOPPER(S)
- KITCHEN SINK STOPPER
- CABLE WIRE
- GARBAGE DISPOSAL WRENCH
- CURTAIN RODS

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**MOVE OUT CHECKLIST**

**KITCHENS:**

- CLEAN REFRIGERATOR INCLUDING SHELVES AND CRISPER.
- CLEAN SINK AND FAUCET.
- STOVE, INCLUDING BURNERS, CONTROLS, BURNER RINGS, DRIP PANS, OVEN DRAWER, UNDER TOP OF STOVE CLEAN, RANGEHOOD AND EXHAUST FAN CLEANED.
- INSIDE OF OVEN CLEANED AND FREE OF ANY BURNT FOOD. THE OVEN RACKS NEED TO BE CLEANED AS WELL. NOTE: DRIP PANS ARE PROVIDED IN EACH APARTMENT BRAND NEW. IF THESE ITEMS DO NOT RESEMBLE BEING NEW (I.E. SCRATCHES OR BURNT FOOD) CHARGES WILL BE INCURRED. PLEASE CONTACT THE OFFICE FOR REPLACEMENT CHARGE.
- PLEASE DO NOT USE HARSH CLEANING AGENTS ON THE RANGE PANELS AS IT WILL REMOVE THE BLACK FINISH OR SCRATCH IT BEYOND REPAIR.
- CLEANING TIP FOR OVENS: IF YOU SPRAY THE OVEN WITH THE CLEANER THE NIGHT BEFORE IT SPEEDS UP THE CLEANING PROCESS. DO NOT PERMIT OVEN CLEANER TO DRIP ONTO THE FLOOR OR OVEN DRAWER AS PERMANENT DAMAGE WILL OCCUR.
- VINYL FLOOR CLEANED AND MOPPED.
- DRAWERS AND CABINETS WIPED DOWN WITH A WET CLOTH (INSIDE AND OUT), ALL SHELF PAPER MUST BE REMOVED AND THE DRAWERS AND CABINETS FREE OF ANY CRUMBS.
- DISHWASHER, FRONT WIPED DOWN WITH A WET CLOTH. INSIDE FREE OF FOOD PARTICLES AND DETERGENT.
- GARBAGE DISPOSAL FREE OF FOOD AND OTHER FOREIGN ITEMS, RUBBER GASKET AROUND GARBAGE DISPOSAL ENTRANCE CLEAN AND FREE OF ANY SCUM AND/OR FOOD BUILD UP.
- COUNTER TOPS MUST BE WIPED DOWN AND FREE OF SCRATCHES AND STAINS. CHARGES WILL BE ASSESSED FOR COUNTERTOPS WITH BURNS AND/OR SCRATCHES.

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MOVE OUT CHECKLIST**

**LIVING ROOM, DINING ROOM & BEDROOM(S)**

- WASHER AND DRYER WIPED DOWN WITH A WET CLOTH, INCLUDING SIDES. ALL SOAP POWDER, LINT AND DUST REMOVED. THE LINT FILTER IS TO BE CLEANED OUT, FLOOR AROUND THE WASHER AND DRYER CLEAN AND FREE OF LINT AND DIRT.
- BASEBOARDS CLEAN AND FREE OF DUST, FOR BEST RESULTS, A WET CLOTH IS RECOMMENDED.
- FINGER MARKS, AS WELL AS OTHER MARKS CLEANED OFF OF SWITCH PLATES AND WALLS.
- WINDOW SILLS CLEANED, WINDOWS WASHED, PATIO DOOR TRACKS CLEANED AND FREE OF DUST AND DIRT.
- STICK-ON PICTURE HANGERS REMOVED BY WETTING FIRST. DO NOT RIP OFF.
- APARTMENT VACUUMED AND/OR CARPET PROFESSIONALLY CLEANED (PROVIDE PROOF OF RECEIPT)
- ALL CLOTHES HANGERS REMOVED FROM CLOSETS.

**BATHROOMS:**

- TUB, TOILET TANK, VANITY BOWL, VANITY (INSIDE AND OUT) AND MEDICINE CABINET CLEANED.
- CHROME FIXTURES AND EXHAUST FAN(S) CLEANED.
- SHOWER ROD(S) INSTALLED
- VINYL FLOOR MOPPED AND FREE OF ANY DIRT OR LINT.
- BASEBOARDS WIPED DOWN WITH A WET CLOTH.
- TUB DECALS REMOVED.

**PATIO:**

- SWEPT
- VINYL CLEANED OFF. IF THERE IS ANY HEAVY GREASE BUILD-UP FROM USING A GRILL OF ANY KIND, CONSULT THE OFFICE FOR THE TYPE OF CLEANER TO BE USED. STORAGE COMPARTMENT CLEANED AND FREE OF TRASH. FLOOR SWEPT

## STANDARD CLEANING AND REPAIR CHARGES

IF YOU HAVE NOT CLEANED OR REPAIRED THE ITEMS LISTED BELOW PRIOR TO MOVE OUT, THE FOLLOWING CHARGES WILL BE DEDUCTED FROM YOUR SECURITY DEPOSIT. PLEASE NOTE THAT THIS IS NOT A COMPLETE LIST; YOU CAN BE CHARGED FOR CLEANING OR REPAIRING ITEMS THAT ARE NOT ON THIS LIST.

### KITCHEN CLEANING:

OVEN	\$15.00-35.00 EACH
DRIP PANS	\$3.00 EACH
STOVE AND VENT	\$10.00-45.00 EACH
REFRIGERATOR/FREEZER	\$20.00-45.00
DISHWASHER	\$5.00-15.00
CABINETS/COUNTER TOPS	\$10.00-75.00

### BATHROOM CLEANING:

TOILET	\$5.00-10.00 EACH
TUB/SHOWER	\$10.00-30.00 EACH
SINKS/COUNTER TOPS/CABINETS	\$10.00-30.00

### MISCELLANEOUS:

CARPET CLEANING	\$60.00-175.00 (SPOT REMOVAL MAY BE ADDITIONAL)
TRASH REMOVAL	\$20.00-60.00
WALL PAPER REMOVAL	\$20.00-150.00
PAINTING	\$20.00-200.00
VINYL FLOORS(CLEANING)	\$10.00-25.00 EACH
HOLES IN WALL	\$5.00-75.00

## REPLACEMENT CHARGES

IF ANY ITEMS ARE MISSING OR DAMAGED TO THE POINT THAT THEY MUST BE REPLACED WHEN YOU MOVE OUT, YOU WILL BE CHARGED FOR THE **ORIGINAL** COST OF THE ITEM **PLUS** LABOR AND SERVICE CHARGES. A LIST OF VARIOUS REPLACEMENT CHARGES IS PROVIDED BELOW. PLEASE NOTE THAT THIS **IS NOT A COMPLETE LIST**; YOU CAN BE CHARGED FOR ITEMS THAT ARE NOT LISTED.

WINDOW GLASS	\$45.00-75.00 EACH	SMOKE DETECTOR	\$20.00
PATIO GLASS DOOR	\$150.00-200.00 EACH	LIGHT FIXTURES	\$15.00-50.00
WINDOW SCREENS	\$20.00-35.00 EACH	CABLE WIRE	\$5.00
PATIO SCREENS	\$32.500-65.00 EACH	INTERIOR DOORS	\$100.00-200.00
LOST DOOR KEYS	\$15.00 PER KEY	EXTERIOR DOORS	\$175.00-275.00
UNRETURNED KEYS	\$50.00-75.00	VINYL FLOORS	\$50.00-75.00
SHOWER ROD	\$15.00 EACH	DOORS	\$100.00-200.00
CRISPER COVERS	\$20.00-30.00	SINK STOPPER	\$5.00
RFRGRTR. SHELVES	\$20.00-35.00	COUNTER TOPS	\$50.00-200.00
DISPOSAL	\$45.00-65.00	MIRRORS (BATH)	\$30.00-100.00

\*CARPET AND APPLIANCE REPLACEMENT WILL BE BASED ON ACTUAL COST AND LABOR INSTALLATIONS.

\*\*CARPET REPLACEMENT INDICATES THAT THE CARPET (IN ITS ENTIRETY THROUGHOUT THE UNIT WILL BE REPLACED.) MANAGEMENT DOES NOT REPLACE SECTIONS OF CARPET OR INDIVIDUAL ROOMS OF CARPET REGARDLESS OF THE LOCATION OF PERMANENT DAMAGE/STAINS.

**WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK YOU AND HOPE YOU HAVE ENJOYED YOUR RESIDENCY HERE. IF YOU HAVE QUESTIONS PLEASE DONT HESITATE TO CALL US.**