



**Neighborhood
Alliance
Management, LLC**

517 S. 16th Street,
McAllen TX, 78501
956-213-8096

Move-Out Procedure

To receive a full refund of your security deposit the property must be left in the same condition or better than when it was first occupied minus normal wear & tear. Utilities are to remain on through the last day your lease is in effect.

Approximately 2 days prior to your move out a representative from NAM will deliver a lockbox & place it on the front door. You will be emailed or called with the code to the lockbox which is where you will leave your keys. Upon leaving please fully secure the house by locking all windows & doors. Leave any garage door openers on the kitchen counters. All keys must be put in the lockbox. Please **do not put things in drawers** as it can be difficult to find them.

The following is a list of the required cleaning to get your full deposit back. If you choose not to do the items listed above vendors will be hired to perform the tasks & you will be charged according to the current rate schedule of our vendors. These charges will be deducted from your security deposit. **If your charges exceed any security deposits you will be responsible for the additional cost. You have 10 days from receiving the charges to remit them to NAM. If you do not pay your outstanding charges NAM will proceed against you legally to recover the charges.**

If you filled out your Inventory & Condition Form & returned it to NAM we will have a copy, however, you may want to leave a copy in the property to ensure you are not charged for damages that were existing when you moved in. **Please note: cleaning is not considered damage. If you do not follow the attached cleaning checklist you will be charged for items not done regardless of your perception of how the property was cleaned when you moved in. A list of recommended cleaners will be provided when we receive your notice to vacate form. If you use one of our cleaners it is guaranteed you will meet the requirements. Simply leave the invoice on the kitchen counter so we know our recommended cleaner was used.** If you are using our cleaner the cleaning must be done by your move out date or you will be charged additional rent for any time cleaning is done beyond your move out date.

Utilities: Please leave utilities on until the end of your lease.

Your security deposit accounting will be sent to you within 30 days of you vacating the property. Your deposit will be mailed to the forwarding address you have provided to us in writing. **If you do not provide a forwarding address it will be mailed to the property you rented.**

If you have any question regarding the accounting of your security deposit please submit your appeal in writing. At that time we will respond to your request & provide information regarding items not done per the checklist requirements.

**If you have any questions about the Move Out process please call us at our office 213-8096.
Our office hours are Monday through Friday, 8-6.**

MOVE OUT CLEANING CHECKLIST:

- 1. Remove all food, trash & personal belongings.**
 - a. Trash must be at the curbside in the trash receptacle. We are not responsible for disposing of additional trash. You will be charged for haul away if trash exceeds the curbside receptacle.
- 2. Floors**
 - a. Must be swept & mopped
 - b. Carpets professionally shampooed.
 - i. Need to provide a receipt-we can recommend companies
- 3. Bathrooms**
 - a. Drawers must be wiped out in cabinetry.
 - b. If cabinets are dirty please wash with a product like Murphy's Oil Soap
 - c. Clean all vanity tops, mirrors, toilets & bathtubs/showers
 - d. Dust all light fixtures & light bulbs (if excessively dirty may need to wash light fixture)
 - e. If toilet seats do not clean properly then they need to be replaced with the same type.
- 4. Kitchen**
 - a. Drawers must be wiped out in cabinetry.
 - b. If cabinets are dirty please wash with a product like Murphy's Oil Soap.
 - c. Appliances
 - i. Must be cleaned thoroughly inside & out.
 1. Burner catchers must be cleaned or replaced.
 2. Clean screens at hood fan
 3. Any lights burnt out must be replaced such as oven lights
 - d. All countertops & sinks must be cleaned thoroughly
- 5. Lighting**
 - a. All lights need to be working. Replacement bulbs must be of same type & all matching
 - b. Fixtures are to be cleaned-dusted or washed if needed
 - c. Fans-wipe down blades, especially tops of blades & clean light globes
 - d. All light switches are to be wiped clean. Replace switch covers that are broken or cracked.
- 6. A/C**
 - a. Clean grate & new filter installed
- 7. Window Coverings**
 - a. All must be cleaned & not damaged. Damaged blinds must be replaced with new ones of correct size & same type as was in the property. Do not remove & take window coverings that were in the property.
- 8. Walls**
 - a. Clean any dirt off of walls.
 - b. Remove nails, hooks, etc. that you put up. It's ok to spackle the small holes, however, make sure it is a tack spackle.
 - c. Please **DO NOT** do touch up paint. Often "touch up" paint that doesn't match leaves more of a mess & will require entire walls to be painted. If touch-up painting is required you will be charged.
- 9. Garage**
 - a. Remove all debris, sweep & mop
- 10. Yards**
 - a. Mow, weed, trim & edge. Yard includes grass, hedges, plants & trees per your lease.