

CMA REALTY

Property Management & Sales

TENANT MOVE-OUT INFORMATION

If you find yourself reading this letter, you have most likely given us 30-day written notice of your intention to move out of one of CMA's managed properties. We have provided you with this letter to help your move-out proceed smoothly and to insure that you do not forget anything that would impact your deposits.

1. Per your lease, notice must be given, in writing, thirty days prior to the due date of your last month's rent.
2. The actual date we stop charging you rent is **the day your lease ends or when you turn the keys in**, whichever is later. That is when you actually give us possession of the unit.
3. The flooring must be vacuumed and "professionally cleaned". By this we mean a licensed and insured professional flooring cleaning company using a high performance steam unit and not one rented from a grocery store. This is done for the health and safety of the next Tenant. We have vendors that do this at very reasonable rates. We strongly suggest you let us call ours—it will definitely save you money. A receipt from such a professional carpet cleaning company must be turned in to CMA if you use your own carpet cleaner.
4. Make sure that any yard cleanup or landscape maintenance that you are responsible for is done before you vacate. If it is left undone, we will have to have it done at your expense and it may delay returning your deposits to you.
5. Try to be present at your move-out walk-thru inspection. It is your legal right and it avoids situations where you may disagree with the findings of our inspector.
6. The best way to prepare for a move-out is to refer to your move-in inspection report and try to leave the unit in the same or better condition than you received it. The most common problems we find are dirty stoves, blinds damaged, folding doors damaged, switch and outlet plates broken, light bulbs removed, holes in the walls and permanent stains or tears in carpeting or vinyl.
7. If you have smoked in a non-smoking unit, it is almost impossible to hide. The only way to reduce the smoke smell to an almost imperceptible level is with ozone bombs. This process is expensive and not always 100% effective. These bombs are available from industrial cleaning supply stores.
8. If you have had your unit re-keyed without written authorization and/or not provided CMA with a key, you have violated your lease and may be charged for another re-keying after you move out.

Please call us if you have any questions.

Sincerely,

Kelly Lapp
Director of Operations

TENANT MOVE-OUT SURVEY

- Reason for vacating:**
- Moving out of town
 - Bought a home
 - Moving to a bigger home
 - Not happy with my current home
 - Not happy with CMA Realty
 - Rent too high
 - Other (please explain below)

Why did you choose CMA Realty?

Do you have any suggestions for us to improve here at CMA Realty?

Please rate the following: 1 – Excellent 2 – Good 3 – Okay 4 – So-So 5 – Bad

- Overall satisfaction with CMA Realty _____
- Satisfaction with home _____
- Cleanliness of home upon move-in _____
- Rent value _____

Additional comments:

SECURITY DEPOSIT DISPOSITION

The Security Deposit will be returned ONLY after all Tenants have vacated. If the refund check is to be made payable to a specific individual, Tenants agree to decide among themselves how the deposit will be handled. If Tenants do not desire the refund check to be made payable to one party, it will be made jointly and all the Tenants will need to endorse it for it to be cashed. Individual checks will not be issued by CMA Realty.

CHOOSE ONE

Make deposit refund check payable to the one party named: _____

Make deposit refund check jointly to all Tenants

If the Deposit's Disposition requires Tenant to pay outstanding damages to the Landlord and CMA Realty as Agent, Tenants recorded as legally responsible to the rental Agreement will be bound, but not a released Tenant. Being released from the obligations of the rental Agreement also forfeits all claim on the Security Deposit.

The undersigned acknowledge receipt of a copy of this Addendum and agree to abide by its terms.

Tenant Date

Tenant Date

Tenant Date

Tenant Date

Approved for Landlord/Owner of Record: _____

Kelly Lapp, Director of Operations Date

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TENANT AGREEMENT FOR SHOWINGS

By signing this form, the tenant agrees to the pre-scheduled times for showing their soon to be vacant property. Arizona Landlord Tenant Act requires the tenant be notified at least 2 days prior to showing their rental. With scheduling these times in advance it makes the process easier for showings. We will show your rental on Tuesdays between 10:00 a.m. – 2:00 p.m., on Thursdays between 10:00 a.m. – 2:00 p.m. and on Saturdays between 1:00 p.m. – 2:00 p.m.

The front desk administration will call you and let you know when and what time on these days we will show your rental. If you do not hear from us about any given day then you can assume there is no showing for that day.

The law does allow us to show your rental during the last thirty days of your occupancy. If you elect not to sign this form, we will post a 48-hour notice to your door for every requested showing.

The option of being there for showings is yours to choose. We do have keys and will show your property on the day and time requested if you elect not to be there.

If you have any pets and you elect not to be there for showings please secure your animal in a confined space so your animal is not injured or any people are not injured. Please ask your Property Manager to answer any of your questions or concerns.

Tenant

Date

Tenant

Date

Property Manager

Date



CMA REALTY
Property Management & Sales

PREFERRED VENDORS

CLEANERS:

Maria Chacon

928-910-0434

CARPET/TILE/GROUT CLEANERS:

ARIZONA PREMIER CARPET CARE-John

928-830-5481

DC INCORPORATED (formerly Christian Brothers)-Dave

928-420-2173

MIKE'S ON THE SPOT-Mike

928-899-4423

LANDSCAPERS:

Jose Lara Garcia

928-282-0265

Dr. Green Thumb-Sal

928-848-1331

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CLEANING CHECKLIST AND INSTRUCTIONS

The following guideline is provided to you to assist our residents in cleaning their leased home prior to vacating & to convey our expectations on how the property should be cleaned.

We expect the property to be clean & ready for new occupant to move in. If you closely follow the guideline below, chances are very good that you will not experience a cleaning deduction from your deposit. This checklist applies to all our properties & may include cleaning of items that are not present in your home.

KITCHEN

A. REFRIGERATOR—Do not turn off, or unplug!

1. FREEZER COMPARTMENT

- a. Wash all trays, racks, bins with mild soap and rinse.
- b. Wash all interior surfaces with mild soap and rinse, make sure it is free of hair, crumbs, etc.
- c. Wash the rubber door seal.
- d. For icemakers: Turn off & dump ice.
- e. Do not use sharp objects! (You puncture, you purchase)

2. REFRIGERATED COMPARTMENT

- a. Remove & wash vegetable, meat and butter bins with a mild soap & rinse.
- b. Wash all interior surfaces with a mild soap & rinse.
- c. Wash rubber door seal.
- d. Remove racks & wash with mild soap & rinse.
- e. Do not use sharp objects.

3. EXTERIOR SURFACES

- a. Wash all exterior surfaces including sides & kick plate with a grease cutting soap, rinse & shine with window cleaner.
- b. Pull out & clean under & behind.

B. RANGE

1. RANGE TOP (flat tops have specific cleaners to use)

- a. Clean the heating elements (eye) with a grease cutting soap, all the way back to where they plug in, rinse & lets dry completely before reconnecting (Do Not Soak).
- b. Replace drip pans with a new set (Home Depot/Wal Mart)
- c. Clean control panel & knobs with a grease cutting soap, rinse & shine with window cleaner.
- d. For hinged cook-tops, lift & thoroughly clean underneath.

2. OVEN-SELF CLEANING OR CONTINUOUS CLEAN ONLY

- a. Racks may be cleaned by removing them from the oven & spraying both sides with an oven cleaner following their directions (Do Not Leave Racks in Oven for Self Cleaning).
- b. The interior surface should be cleaned by activating the self-clean cycle.
- c. Continuous clean ovens do not need to be activated.
- d. After the cycle has run, if there are some areas that did not come clean, use an SOS pad on these areas & rinse thoroughly.

DO NOT USE OVEN CLEANER ON THE INTERIOR OF THESE OVENS

3. OVEN-CONVENTIONAL

- a. Spray the entire oven including racks with oven cleaner, following their direction, rinse thoroughly.
- 4. **EXTERIOR AND BOTTOM DRAWER**
 - a. Wash all exterior surfaces including the sides with a grease-cutting product, rinse & shine with window cleaner.
 - b. Pull drawer completely out to clean underneath.
- 5. **FREE STANDING RANGES**
 - a. Pull from wall & clean sides & back as well as floor underneath.

C. VENT HOOD

- 1. Run filter through dishwasher.
- 2. Degrease interior & exterior.

NOTE: DON'T FORGET THE WALL BEHIND THE STOVE & UNDER THE HOOD-IT'S USUALLY VERY GREASY-USE A DE-GREASER

D. DISHWASHER

- 1. **INTERIOR**
 - a. Clean interior by running wash cycle with ½ cup vinegar.
 - b. Wash rubber door seal with a mild soap & rinse.
 - c. Wash interior door with mild soap & rinse, pay special attention to the inside ledge.
- 2. **EXTERIOR**
 - a. Wash exterior with a grease cutting soap, rinse & shine with window cleaner.

E. COUNTER TOPS

- a. Clean counters with a non-abrasive cleaner to remove stains (Don't forget the backsplash).

F. CABINETS & DRAWERS

- a. Wash exterior with a grease cutting soap & rinse.
- b. Thoroughly wipe out all drawers & shelves (no hair, crumbs, etc).
- c. Polish exterior with wood polish.
- d. Remove any child safety door latches.

G. FLOORS (see, "Note" below for special instructions for cleaning wood floors)

- a. Wash floor & baseboards with grease cutting soap, using a hard bristled brush & rinse. Pay special attention to the edges & corners.

H. SINK & FAUCET

- a. Scrub sink with Comet/Ajax, rinse & shine all parts with window cleaner, use bleach on white porcelain sinks to remove stains.
- b. Run disposal until runs clear.
- c. Replace Hot or Cold markers if they are missing.
- d. Clean faucet with a grease cutting soap, you'll need a toothbrush to properly clean around the handles, & metal edges, rinse & shine with window cleaner. Pay special attention behind the faucet.

NOTE: PERGO TYPE FLOORS: WASH WITH A WHITE VINEGAR SOLUTION (or 1 gallon water, 2 cups white vinegar + ½ Cup isopropyl alcohol). WOOD FLOORS: WASH WITH A MURPHY'S SOAP SOLUTION OR WHITE VINEGAR WATER. (Any questions, call the office).

BATHROOMS

A. BATHTUBS

- a. Special instructions may be applicable if you have a tub that has been re-surfaced.
- b. Clean with Soft scrub for fiberglass tubs, or a scrubbie (3M pad) for porcelain tubs, use bleach to remove stains.
- c. Scrub the shower tile/enclosure with Comet/Ajax, rinse well **RUN YOUR HAND OVER IT TO MAKE SURE THERE IS NO REMAINING SCUM.**
- d. Use Bleach or Tilex on the grout & caulking (a toothbrush works well here).
- e. Clean all sides of the faucet, spout & showerhead, rinse well & shine with window cleaner.

B. SINKS

- a. Follow the same instructions as shown above for bathtubs.
- b. Replace Hot or Cold markers if they are missing.

C. TOILETS

- a. Clean the exterior with a sanitizing cleaner.
- b. Clean the interior with a sanitizing cleaner, flush & add ½ cup of bleach in toilet & let stand.
- c. Thoroughly clean around the toilet lid screws & caps (**YOU MAY NEED A TOOTHBRUSH AGAIN TO CLEAN THESE AREAS AS WELL AS THE BASE OF THE TOILET**).

D. CABINETS

- a. Wash exterior with a mild soap & rinse.
- b. Thoroughly wipe out shelves & drawers.
- c. Polish exterior with a wood polish.

E. MIRRORS

- a. Clean & shine with window cleaner (leave no streaks) newspaper works well instead of cloth.

F. FLOORS

- a. Wash floors & baseboards with a grease cutting soap, rinse. Pay special attention to edges & corners.

COMMON AREAS THROUGHOUT THE PROPERTY

A. CLOSETS

- a. Wipe down all shelves & rods-leave no loose debris or dust.

B. LIGHT FIXTURE & RELATED

- a. Wash all globes/covers with a grease cutting soap, rinse & shine with window cleaner.
- b. Thoroughly clean all switch plate covers & outlet covers. If they are cracked, replace them.
- c. Wipe top & bottom of all blades of ceiling fans.

DON'T FORGET THE EXTERIOR LIGHT BY THE FRONT & BACK ENTRY & GARAGE.

C. FIREPLACES

- a. Sweep out all ashes, (only when completely cooled) clean fireplace utensils & wipe down the hearth & mantel.
- b. Clean screens & glass doors with glass cleaner-if heavily soiled might need steel wool.

NOTE: Remove all firewood from the property.

D. HEATERS/VENTS & RELATED

- a. Electric heat/Hot water heat: Wipe down all baseboards with soap & water.
- b. Gas heat-Remove all the vents, soak in warm soapy water, rinse & vacuum the heat duct (hole) then replace.
- c. Wipe top of thermostat.
- d. Clean all cold air returns-usually soap & water & a toothbrush do the trick.

E. WINDOWS

- a. Thoroughly wash all mini blinds/verticals-we prefer you call a professional blind cleaning company on this one to avoid damage from taking the blinds down. (You should be able to run your finger all the way across & get a clean-sweep).
- b. If your curtains have pet hair or have marks from greasy/dirty hands or excessive traffic (sliding door) it is up to you to have them cleaned or replaced with equal quality & color.
- c. Clean & shine all interior sides of windows & their tracks.
- d. Clean interior & exterior of sliding glass doors & tracks & front storm doors.
- e. Wash all window ledges, & polish with wood polish, if applicable.

F. DOORS INCLUDING LOUVERED DOORS

- a. Wash all doors, both sides including entry doors to house & garage (not the big door your car uses) with a mild soap, with special attention to the areas near the door knobs, rinse & shine with a wood polish, if applicable.
- b. Clean all thresholds.

G. WOODWORK

- a. Wash all woodwork, mantel, banisters, railing & baseboards with grease cutting soap, rinse & polish with wood polish, if applicable.

H. CHROME

- a. Shine all chrome: sinks, towel bars, faucet, appliance handles, paper towel & toilet paper holder, etc. with window cleaner or special chrome cleaner.

I. LIGHTS

- a. Replace all burned out bulbs throughout the property, (don't forget exterior) including fluorescent in the kitchen, oven & refrigerator bulbs. Be extra careful when removing plastic deflectors or lens cover. ONLY replace burned out bulbs with correct size & wattage.

J. WALLS

- a. Wipe down all walls, using special attention to the kitchen area.
- b. Remove all cobwebs throughout.
- c. **Do not attempt to fill holes. You may be billed for improper repairs.**
- d. Re-glue any wallpaper coming up with wallpaper glue only.
- e. Wipe top of doorbell chime.

K. UNFINISHED BASEMENTS

- a. Sweep & clean as needed, don't forget light fixtures, windows, cobwebs etc.

L. UTILITY ROOM

- a. Clean interior & exterior of washer & dryer & filters.
- b. All other cleaning regarding floors, windows, lights apply as above.

M. GARAGE

- a. Sweep out garage thoroughly. If your car has been dripping excessive fluids in the garage or driveway, wet the area, cover with powdered laundry soap, & let set for 2 hours & try to scrub up with old broom. We do not expect you to remove all the stains from the concrete, only the residue.
- b. Don't forget the windows & cobwebs in here.
- c. Do not remove items that go with the house: i.e. paint, etc.

N. PATIO/DECK

- a. Sweep off patio areas &/or deck.
- b. Remove any grease that might have spilled from grills with degreaser.
- c. Remove all outdoor furniture-pots, etc if they belong to you.

O. DOORSTOPS

- a. Replace all broken/bent/missing doorstops.

**P. CARPET & FLOORING: PROFESSIONAL STEAM CLEANING REQUIRED
(DO NOT TRY TO REMOVE STAINS YOURSELF OR USE A PRODUCT THAT HAS
A BLEACH BASE OR OXYCLEAN BASE!!)**

- a. If you have a pet, you must include an enzyme treatment or biokill type treatment besides the regular cleaning.
- b. Our preferred vendors are listed:

Arizona Premier Carpet Care 928-830-5481

Mike's On The Spot 928-899-4423

IF YOU USE ANOTHER FLOORING CLEANING COMPANY, IT MUST BE A TRUCK MOUNTED SYSTEM. ALL CARPETS & FLOORING MUST BE PROFESSIONALLY CLEANED. IF THE JOB DOES NOT MEET OUR STANDARDS, YOU MAY BE CHARGED AGAIN. IF A RECEIPT IS NOT PROVIDED TO OUR OFFICE AT TIME OF KEY RETURN, YOU MAY BE BILLED FOR THE SERVICE AGAIN. CARPETS MUST BE COMPLETELY DRY PRIOR TO MOVE-OUT INSPECTION, SO PLEASE GIVE AMPLE TIME.

Q. YARDS

- a. Day of vacation: the yard must be freshly mowed & raked & free of pet feces. The shrubs must be trimmed neatly. Flowerbed & rocked areas must be weeded & the grounds policed for trash.
- b. Winter-walks & driveways shoveled-free of ice & snow.