



Dear Tenant,

Our team thanks you for being a part of the Isbell Properties family. We're so glad you decided to make one of our properties your home, and our team is sad to see you go! We hope that you find a home as good, or even better than the one you found with us.

In 2009, Jack and Verna Isbell founded Isbell Property Management & Realty and made themselves at home in Killeen, Texas, after Jack served as a Chaplain in the US Army for nearly 20 years and raised four children. Since then, the Isbell family has built a team of real estate and property management professionals whose goal is to make you feel at home and treat you like family.

Our team would like to send you off with a final **thank you** for choosing Isbell Properties as your home, whether it's been a temporary stay or you've been here for years, and as you move out of your home, we've included everything you need to make the move go smoothly:

- Overall guidelines for moving out, and for the required 30-day notice
- Move-out cleaning checklist
- Recommended vendors & banned vendors list
- And other helpful items!

Take a look through all of it, and make sure you keep our contact info readily available. If you have any questions, concerns or other issues, feel free to give us a call or send us an email. Our main contact info is: isbellhomes@gmail.com and 254-432-7030. Otherwise, we hope your move goes smoothly!

Regards,
The Isbell Properties Team

Move-Out Requirements

Overview

Any time that any of our Isbell Properties tenants want to move out, the tenant must **FIRST** fill out and sign a 30-day notice of their intent to vacate. Contact our office if you are **breaking** a lease, as special steps and rules apply in that case. The intent to vacate forms are available in our office as well as attached to the end of the move-out packet. The forwarding address on your intent to vacate form **IS IMPORTANT**, as this is where your security deposit refund will be sent.

At this time, the tenant should begin going through the move-out packet to make sure all steps are correctly followed. Overall, we ask that each tenant leave the property in good condition, in compliance with the lease and attached cleaning checklist. Following the guidelines will save us both time AND money!

If you have any questions during this process, contact our office at 254-432-7030 or email us at isbellhomes@gmail.com

30-Day Notice to Vacate

The tenant must provide us with a written notice of surrender of the leased premises no less than 30 days prior to the expiration date of the lease, no later than the **FIRST** of the month in which you want to terminate your lease. **Lease automatically renews on a month-to-month basis unless Landlord or Tenant provides the other party written notice of termination**; oral notice of termination is not sufficient under any circumstances, as per your originally signed lease. Notice of termination will be effective on the **last day** of the month following the month in which the notice is given. Rent is not prorated due to the mandatory 30 day notice starting on the first of the month and the vacating of the property/lease termination occurring at the end of the month. Failure to

give the minimum 30 days written notice will make the tenant responsible for the payment in full of the following month's rent under the terms of the lease.

Military Clause

A 30 day written notice is required to be turned in on the **FIRST** of the month, and an official copy of military orders must accompany the tenant's notice to vacate. We verify all PCS, ETS and Deployment orders for authenticity.

Key Return

Prior to vacating you are **required** to turn in your keys (including any garage remotes, etc.) to an **official Isbell Properties staff member**. Once these have been received, we will provide to you a receipt for surrender of the property.

Security Deposit

Security deposits will be sent out to the past tenant 30 days after move-out, to the forwarding address that is on file. As move-outs are always at the end of the month (due to the necessity of the 30 day notice starting on the first day of the month), the security deposit will always be sent out about 30 days from the end of the 30 day notice's lease termination. *Ex: If you submit your 30 day notice on March 1st, your lease is terminated on the last day of March, even if you move out earlier than that, and you should receive your security deposit, at the earliest, April 30th.*

**An eviction is an automatic forfeiture of the entire security deposit,
as is any lease violation.**

In order to make sure you get as much of your security deposit back as possible, make sure you follow the guidelines included in this packet! There are no bad questions and we'd love to clarify anything if you want to email or call us anytime during the process.

Lease Excerpt Regarding Deductions:

(1) Landlord may deduct reasonable charges from the security deposit for:

- (a) damages to the Property, excluding normal wear and tear, and all reasonable costs associated to repair the Property;
- (b) costs for which Tenant is responsible to clean, deodorize, exterminate, and maintain the Property;
- (c) unpaid or accelerated rent;
- (d) unpaid late charges;
- (e) unpaid utilities and utility expenses Landlord incurs to maintain utilities to the Property as required by this Lease;
- (f) unpaid pet charges;
- (g) replacing unreturned keys, garage door openers, security devices, or other components;
- (h) the removal of unauthorized locks or fixtures installed by Tenant;
- (i) Landlord's cost to access the Property if made inaccessible by Tenant;
- (j) missing or burned-out light bulbs and fluorescent tubes (at the same location and of the same type and quality that are in the Property on the Commencement Date);
- (k) packing, removing, and storing abandoned property;
- (l) removing abandoned or illegally parked vehicles;
- (m) costs of reletting (as defined in Paragraph 27), if Tenant is in default;
- (n) attorney's fees, costs of court, costs of service, and other reasonable costs incurred in any legal proceeding against Tenant;
- (o) mailing costs associated with sending notices to Tenant for any violations of this lease;
- (p) any other unpaid charges or fees or other items for which Tenant is responsible under this lease;
- (q) cost to restore walls, flooring, landscaping or any alteration to the Property not approved in writing by Landlord;
- (r) damages to the Property caused by smoking, including but not limited to stains, burns, odors, and removal of debris; and
- (s) costs to rekey certain security devices, as provided in Paragraph 19.

(2) If deductions exceed the security deposit, Tenant will pay to Landlord the excess within 10 days after Landlord makes written demand

Cleaning Instructions

When your lease ends, as said in the originally signed lease document, the tenant must surrender the Property in the same condition as when you received it, normal wear and tear excepted. You must leave the Property in a clean condition free of all trash, debris, and any personal property. **Tenant may not abandon the Property.**

The following instructions are to be completed prior to Tenant Move-Out Inspection Date. Schedule your Inspection Date prior to moving out - but be sure the following items are completed.

If you, the tenant, contracts for professional cleaning or carpet cleaning services, the TENANT will be responsible for any additional cleaning charges. We will not call the cleaning company back to finish the job. Please keep the water and electric turned on for **at least 5 business days after move-out.**

Cleaning Requirements

EXTERIOR

- Wash down all patio, deck, sidewalk, driveway and porch surfaces, ensuring to remove any oil, grease, and cobwebs
- Mow, edge, and trim yard, trim all bushes neatly, weed all flower beds
- Fill any holes created by persons or animals
- Remove all trash, litter, animal feces, and personal items from the yard
- Sprinkler System: Turn off and leave operating instructions
- Wash off all shutters
- Garage:
 - Clean any oil, grease, and paint off floor
 - Clear any cobwebs
 - Clean walls
 - Sweep floor

CARPETS - to be cleaned by a professional carpet cleaning company - suggestions on last page

- Original receipt **MUST** be provided at time of move out
- Bell County Carpets is recommended for carpet cleaning
- Self-carpet or rental equipment receipts will **NOT** be accepted.

KITCHEN

- **STOVE/OVEN:**
 - Clean inside and out as well as underneath the burners
 - Replace and install all **STOVE DRIP PANS**, if not cleaned to like-new appearance
 - Clean glass surfaces with warm soapy water only
 - Pull the stove out (being careful to not damage the floor) and clean the sides of the stove, cabinets, countertop edges and floor
- **VENT HOOD/FILTER:**
 - Clean top and underneath
 - Clean or replace the filter
- **DISHWASHER:**
 - Clean thoroughly inside, outside and underneath
- **MICROWAVE:**
 - Clean inside and out, including the plate, and any externally exposed sides
- **REFRIGERATOR/FREEZER:**
 - Clean inside and out , including door seals
 - Empty drip pan (if present)
 - Clean the coils, **top** and back of the fridge thoroughly
 - Pull away from wall, and clean the wall, around the baseboard, the countertop sides, and the floor
- **SINKS:**
 - Clean and remove all soap residue and /or lime deposits inside & surrounding the sinks

BATHROOM

- **TOILET:**
 - Cleaned and disinfected, inside and out
 - Base, tank and cover
 - Lid and seat
 - Walls, cabinets, floors, and tub sides near toilet
- **TUB/SHOWER:**
 - Clean and remove all soap residue and/or lime deposits from:
 - Tub (no rings) and shower enclosures
 - All soap dishes
 - All bathroom surfaces
 - Shower enclosure doors

- **UTILITY ROOM**
 - Clean WASHER and DRYER inside and out (including filters)
- **SINKS:**
 - Clean and remove all soap residue and /or lime deposits

OTHER

- **ALL ROOMS**
 - Spots, dirt, grease, fingerprints and other marks will be removed from walls, baseboards, window sills, doors and other woodwork.
Nails and screws must be removed and the walls or doors restored to their original condition. Holes or spots must be professionally restored.
All decals, stars on ceilings, wallpaper or contact paper needs removed.
- **FIREPLACE:**
 - Clean inside and out
- **A/C CONDITIONER and WATER HEATER CLOSETS:**
 - Clean closet, wipe A/C and water heater
- **CABINETS and DRAWERS:**
 - Clean inside and out, wipe down exteriors with furniture polish
- **COUNTERTOPS:**
 - Clean and remove all soap residues
- **MIRRORS and WINDOWS:**
 - Clean and streak free (windows inside and out)
- **CHROME SURFACES:**
 - Clean and polish/shine
- **HARD FLOORS:**
 - Sweep, mop, and remove any marks. **DO NOT WAX!!**
- **PANELING:**
 - Dust and polish with furniture polish
- **BASEBOARDS:**
 - Clean around ALL walls
- **Clean/Wash Thoroughly:**
 - Blinds
 - Windows Frames, Enclosures, And Sills
 - Screens
 - Switches, Electrical Outlet, And Cable Covers
- **DOOR BELL CHIMES, SMOKE & CO2 DETECTORS, THERMOSTATS, ALARM CONTROL BOXES:**
 - Clean exteriors only (Replace batteries as needed)

- DOORS:
 - Clean both sides and remove any marks
- WALLS/CEILINGS:
 - Clean and remove all cobwebs, marks, and fill nail holes
- AIR GRILLS/VENTS: **Clean**
- CEILING FANS:
 - Clean fixture and tops/bottoms/sides of blades
- REPLACE:
 - All burned-out or missing LIGHT BULBS with same watts (including refrigerator, oven, vent-a-hood)
 - Replace and install all STOVE DRIP PANS- If not cleaned to new like appearance
 - All A/C Filters
- INSURE that the TRASH will be picked up not later than **one week** after your move out

When Finished

- Remove all cleaning supplies and personal property
- Close and lock all doors and windows
- Turn off all lights and the A/C (heater)
- Turn in TWO keys, all remote controls and receipts for carpet cleaning to the management office. Tenant will be charged \$10 for each unreturned key, and the cost of a new remote plus a \$35 programming fee for each unreturned remote.
- Tenants will be responsible to maintain the property according to the guidelines, and to promptly notify property management of damage or repairs needed. All repair notices and work orders must be in writing. Any damage caused by tenant or due to tenant's neglect will be billed to tenant.

Recommended & Banned Vendors

Cleaning	
Do Use	Don't Use
Bell County Carpet	Blaze
Technique Carpets	254
Move-Out Cleaning Done Right	Rug Doctor - or any DIY system
Butterfly Cleaning	A Better Home and Carpet
DJ Cleaning	True Clean, Friendly Carpet
	Molly Maids
	Y&Y Carpet
	Elite Carpet
	Payless Carpet
	Killeen Steam Team
	IGS Carpet Cleaning

Recommended Pest Control	
Affordable Pest	Killeen Pest

You are not required to use our recommended vendors. If you choose to use a separate vendor of your own, please ensure that vendor guarantees their work. If something isn't done to our standards, we will have to send our own vendor out, which will result in you being assessed additional charges.

Contact us for more vendor information.