



## Tenant Showing Instructions and Move-Out Procedures

(September 16, 2018)

Your lease agreement authorizes Property Management Connection to show the property for rent once you turn in your notice to vacate form. Generally, we begin showings 45 days prior to the end of your lease if you turn in your notice to vacate form early. We will place a sign in the yard and place a key box on the property to begin showing the property to prospective tenants.

### **You do not have to be present at the time of showing!**

A key box is a locked container in which a key to the property is placed. The key box can be opened with a special combination and the codes are guarded by our staff and proper security measures. This will allow only licensed and insured Realtors, either from Property Management Connection or other real estate companies, to gain access to the property.

We show properties between 9 AM and 7 PM depending on the day of the week. You must secure your pets or remove them from the property if they would interfere or prohibit showings.

**Tenant understands that failure to allow for reasonable showings, as well as not keeping the Property “showable,” can constitute default of the lease and the security deposit, in its entirety, may be forfeited for this reason.**

If you do not want your house to be shown to prospective tenants, you may pay the Landlord a fee equal to one (1) month’s rent. This fee must be paid no later than 45 days prior to the end of the lease. If you are late on your rent payments during the last 45 days, we will immediately begin showings without refunding your fee.

We use ShowMojo to notify you of showings via e-mail. We utilize the e-mail(s) on file in your tenant record. Please notify the office if your e-mail has changed. You will receive an e-mail at 8 AM each day with showings listed for the next three days.

**If tenants prevent or prohibit showings, tenants will be charged \$75 for the first occurrence, \$250 for the second occurrence, and one month’s rent will be charged for the third occurrence.**

Do not allow any prospective residents in your home unless they are accompanied by a real estate agent or a staff member from Property Management Connection. If they show up unaccompanied by an agent, please refer them to our office to make arrangements to see the property. If you have any questions, call our office at 615-840-2845.

### Legal Notice

This paragraph shall be considered legal notice under the Tennessee Landlord-Tenant Act that you have the right to request to be present at the move-out inspection of the property. If you wish to exercise

your right to be present at the inspection, please e-mail [notices@pmcnashville.com](mailto:notices@pmcnashville.com) at least 7 calendar days before your lease end date. **If you do not request an inspection at least 7 days in advance, it will be deemed that you have waived your right to a final inspection.** We will notify you no later than 3 calendar days before your move-out of the date and time of the inspection which will be set by the landlord during normal business hours. The property must be completely vacated and ready to surrender possession by the time of the inspection.

---

## PREPARING FOR MOVEOUT

1. You must provide the office with a complete forwarding address.
- 2. Turn off all automatic rental payments.**
3. Property Management Connection's leases end at 1 PM. Therefore, your move-out should be completed no later than the day prior to your lease end date. This allows the last day of your lease for the property to be properly cleaned and prepared for turn-over.
4. All keys, mailbox keys, garage door openers, gate remotes, etc., must be turned in either by our Optional Lockbox Move-out Program (see below for more details) or in person at our office by 1 PM on the expiration of the lease agreement.
5. All utilities must be turned on through the last day of your lease. If your actual move-out date is prior to the last day of your lease, the utilities must stay turned on through the last day of the lease. If you disconnect the utilities early, the cost to turn back on (including emergency reconnect fees) will be deducted from your security deposit along with a \$30 administrative fee per utility bill.
6. Tenants are not permitted back on the property after vacating and surrendering.

## SECURITY DEPOSIT TIPS

The following suggestions are listed to ensure the maximum return of your security deposit. Please use this checklist as a guideline.

The condition of the property will be evaluated according to, but not limited to, the following:

1. All personal belongings must be removed from the premises.
2. **PAINTING:** Please remove all nails – If there are excessive (more than 2 per wall) or large (more than 1/8 inch) nail holes, it will be considered tenant damage and the whole wall must be professionally re-painted. If you patch, spackle, or spot-paint walls, we will repaint the whole wall at tenant cost. If new paint does not match, you will be charged for necessary painting to match the existing paint. Charges for excessive damage to the walls will depend on length of time in the property and whether it exceeds normal wear and tear. Note: PMC does not keep paint colors on file and does not accept responsibility for tenant's inability to match paint colors.
3. Replace all HVAC filters – **There will be a \$50 fine assessed per old/dirty HVAC filter.**

4. Replace all burned out or missing light bulbs using correct wattage and type – **There will be a \$25 fine assessed per burned out, missing, or incorrect light bulb.**
5. Walls, baseboards, and ceilings must be cleaned and free of cobwebs and lint.
6. Ceiling fans and light fixtures are to be cleaned. Make sure the ceiling fan blades, including the top and light kits, are cleaned as well as the ceiling surrounding all fans. Often dust will gather by the fans and adhere to the ceiling. One of the easiest ways to clean this is to lightly sweep the ceiling with a broom.
7. Clean ALL closets, storage spaces, and shelving free of dust, spider webs, and miscellaneous debris.
8. Clean oven, stove, and under drip pans. If the drip pans and rings on the range are not clean and in like-new condition, it would be more economical for you to replace them yourself rather than be charged for them. Foil covering drip pans is not acceptable.
9. Remove all items from refrigerator and wipe down all the trays and compartments. Remember to wipe down the top of the refrigerator.
10. Be sure garbage disposal is clean and free of debris (do not use fingers to check). Return/replace sink stoppers.
11. Lawns must be neatly mowed and edged, trees and shrubs trimmed or pruned, and yard watered.
12. Any animal droppings are to be picked up and disposed of.
13. All trash and garbage must be removed from the premises (including curbside). If you have trash that exceeds normal pickup, you are to arrange to have it hauled away.
14. Walkways, driveways, patios, and garage floors must be cleaned and free of oil, grease, and other debris.

**IF YOU HAVE PETS:** Per your lease, the house will be professionally cleaned and the carpets professionally cleaned once you vacate the property. We strongly encourage you to “pre-clean” the house as the cost of the cleanings directly depends on how clean you leave the house.

**IF YOU HAVE NO PETS:** Per your lease, we will have carpets professionally cleaned with the cost deducted from your security deposit as follows:

- Tenant responsible for 100% of cost if they reside at property for less than 12 months & 30 days.
- Tenant responsible for 50% of cost if they reside at property for at least 13 months, but less than 24 months & 30 days. The tenant is 100% responsible for stain treatments or additional cleaning costs above what would be considered normal costs.
- Owner will pay costs when tenant stay 25 months or longer. The tenant is 100% responsible for stain treatments or additional cleaning costs above what would be considered normal costs.

**Follow the above instructions carefully. If the house does not meet the prerequisites after the inspection, applicable charges will be made with no exceptions.**

## KEY RETURN OPTIONS

All keys, mailbox keys, garage door openers, gate remotes, etc., must be turned in to the Property Management Connection office at 807 Bradford Ave, Nashville, TN 37204 by 1 PM on the last day of your lease. If these items are not returned by 1 PM, tenant understands that they will be assessed an administrative fee of \$25 per hour up to a maximum fee of \$100.

**OPTIONAL LOCKBOX MOVE-OUT PROGRAM:** Optionally, tenants may surrender the use of their home by leaving all keys and remotes on top of the kitchen counter and sending an e-mail to [notices@pmcnashville.com](mailto:notices@pmcnashville.com) acknowledging they have vacated the home and surrendered possession. The charge for this option is \$25. If the e-mail is not sent by 1 PM on the last day of the lease, tenant understands that the tenant will be assessed an administrative fee of \$25 per hour up to a maximum fee of \$100.

**Option Selection**

Tenant agrees to return all keys, openers, and remotes to the Property Management Connection office by 1 PM on the last day of their lease and acknowledge there will be late fees charged if they are not returned to the office by 1 PM.

Tenant wishes to utilize the optional lockbox move-out program for a flat fee of \$25 and acknowledges that when they e-mail [notices@pmcnashville.com](mailto:notices@pmcnashville.com), they have vacated the home and are surrendering possession. Furthermore, tenant acknowledges there will be late fees charged if the e-mail is not sent by 1 PM on the last day of the lease.

### SECURITY DEPOSIT OPTIONS

Property Management Connection will mail the security deposit disposition letter and check for the return of the security deposit within 30 calendar days of the last day of the lease.

We offer an optional 10-day “Fast Return” option where the security deposit will be postmarked no later than 10 calendar days after the last day of the lease. There is an administrative charge of \$75 for the Fast Return option.

**Option Selection**

Tenant understands that the security deposit will be mailed within 30 calendar days of the last day of the lease.

Tenant wishes to utilize the security deposit 10-day Fast Return option for a flat fee of \$75.

Reviewed and accepted by:

\_\_\_\_\_