

Springboard Affordable Housing Management LLC

600 – MOVE-OUTS

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600-2000 Site Procedures

The move-out process begins when a Notice of Intent to Vacate (the “Intent”) is received from a resident, the resident is served a Notice of Intent to Vacate (a “Notice”), or a unit is found vacant (a “skip”).

600-2101 Notice of Intent to Vacate

- .1 All residents are required to inform us of their intent to vacate in writing by completing a Notice to Vacate (the “Intent”).
- .2 In accordance with the Lease, residents must notify Management prior to their moving out. The notice period begins the date the written notice is received with all necessary signatures. Properties may establish different Notice to Vacate requirements such as 30 or 60 days prior to vacating the premises at the end of the current lease
- .3 To maximize resident retention, all residents should be interviewed to determine their reason for leaving, date of move-out and any rent that might be owed due to breach of Lease.
- .4 Any waiving of the notice must have prior written approval by the Regional Manager.
- .5 Complete Notice to Vacate with resident in its entirety. If written notice is received in the mail, input into OneSite just as any Notice to Vacate.
- .6 Explain to the resident when the deposit refund can be expected or the procedure if charges are due from damages not considered normal wear and tear.
- .7 Provide residents with list of standard charges including cleaning fee. The extent of charges may differ based on Owner’s requests. Verify with the Corporate Office.

600-2110 Costs for Cleaning and Turn Over

- .1 The Company will pass on 100% of the actual cleaning charges to clean an apartment, as per the inspection report.
- .2 Renovation charges are as follows:
 - Paint - A resident is charged for the cost of painting a unit, pro rata over three (3) years. A resident is charged 100% of the cost for touch-up painting.
 - Carpet - If a carpet must be replaced that is under three (3) years old, the resident is charged for the replacement cost of the carpet, pro rata over five (5) years.
 - Shampoo - A resident is charged for 100% of the cost of a carpet cleaning.
 - Damage - A resident is charged for the actual cost to fix or replace damaged items within a unit.

600-2120 Early Termination of a Lease

- .1 If a resident terminates the lease early, the terms in the lease agreement will dictate any and all fees, such as insufficient notice, delinquent rent, lease break fee, early termination fee, and any and all other fees associated. There are no exceptions other than what is provided in the language of the lease. Refer to the lease for full disclosure related to early termination.

600-2130 Move-out Instructions

- .1 Directions are given to residents at the time the Intent is received to ensure the resident understands the Company policies and their responsibilities regarding how to leave the apartment, how fees may be assessed, and how the deposit may be handled.
- .2 Upon receiving the Intent, interview the resident. If the notice is received in the mail, contact the resident as soon as possible. Obtain reason for moving and input into OneSite.
- .3 Explain cleaning responsibilities and other charges to the resident.
- .4 Emphasize all keys and community access items must be returned on the scheduled move-out date to the Leasing Office. Rent charges continue until all items are returned.
- .5 Encourage the resident to accompany the Property staff on the final inspection. If the resident declines or is unavailable, the resident should be contacted immediately if excessive damage has occurred, items are left or other unusual circumstances to allow them an opportunity to correct the issue or pay the damages.
- .6 Inspect the vacated apartment to determine damage beyond normal wear and tear, and implement services required for renovation. Each apartment must be inspected immediately upon move out or within 24 hours and condition documented on the Move-in/Move-out Condition Report.
- .7 Take digital photos / video of the apartment and save with the move out file. Provide copies of photos / video for the resident.
- .8 List any items left by the resident, and notate the date the items were placed in storage if required by law. Contact Attorney for length of storage.
- .9 Schedule with maintenance staff and contracted vendors for turnover process prior to move-out.
- .10 On the scheduled move-out date should the resident neglect to return their apartment keys to the office, the apartment should be inspected to determine if the apartment is vacant or what the resident's intentions are.
- .11 The itemized charges noted should be input to the Final Account Statement (FAS) and approved by the Property Manager.
- .12 Update the OneSite Make Ready Board and any other Make Ready Boards to track the turnover process.

600-2140 Receipt of Keys

- .1 Establish a system to ensure all keys and community access items are returned after a resident has vacated the apartment.
- .2 All keys to apartment locks, storage, garage, laundry, mailbox, recreation facilities, gates must be returned to the Leasing Office.
- .3 Additionally, all other items such as gate access or garage access devices must be returned. The apartment is not considered vacant until all the keys are returned or unless determined by visual inspection.
- .4 Note returned keys. If no receipt is produced, charge against security deposit.
- .5 Identify each key as to the apartment number and function.
- .6 Return keys and devices to the appropriate key control system.
- .7 The locks are always re-keyed for the next resident.
- .8 Enter the move-out information into OneSite.

600-2200 Turnover

- .1 The Company will have all vacated units rent ready within five (5) work days. It is the Property Manager's responsibility to verify turns are rent ready and a high level of quality is achieved.
- .2 Ensure fastest possible renovation of vacant apartment to restore to rent-ready condition.
- .3 Outside contractors and on-site staff must be notified and scheduled to provide services to restore apartment to rent-ready condition as soon as "Notice to Vacate" is received.
- .4 Upon inspection of vacated apartment, verify all services to be performed.
- .5 Contact any outside contractors to be used in restoring the apartment and verify the date service will be performed.
- .6 Verify on-site staff schedule for service required and establish a completion date.
- .7 Notify any vendor scheduled prior to move-out if their portion of work must be delayed.
- .8 On-site staff will walk apartment and follow-up to insure work is completed properly by vendors/contractors.

600-2210 Security Deposits

- .1 When a resident vacates an apartment, we are required by law to notify the resident as to the status of the Security Deposit within a prescribed period of time. This legal period tends to vary from state to state. Refer to the Lease Agreement and Applicable State Law regarding notification and refund of Security Deposit requirements.
- .2 The Final Account Statement (FAS), is completed by the Assistant or Property Manager when an apartment is vacated or when a resident transfers to another apartment.
- .3 The property staff should inspect the apartment to assess damages for deposit refund purposes and to determine the turnover requirements of the apartment. The inspection should occur within twenty-four (24) hours of the move-out.
- .4 Each FAS is approved by the Property Manager before being sent to the Accounting Department for processing.
- .5 FAS will be completed in OneSite. The monies will be applied toward any charges due on move-out, i.e. unpaid rent and damages, and a refund check will be issued for the amount due to the resident.
- .6 Immediately upon inspection of the vacated apartment, determine all applicable charges which may include rent, damages and services. Estimates may be made. – delete (duplicate)
- .7 Complete the Final Account Statement (FAS) and send it to accounting within the time period to allow compliance with applicable state law. The FAS is prepared in OneSite. Any additional charges for damages, insufficient notice, unpaid rent and final utility billings must be included. Print 3 copies of the FAS.
 - Property Manager must sign the FAS and submit to accounting to process.
 - 1 copy remains in the residents file
 - 1 copy is sent to the resident
 - 1 copy is sent to accounting
- .8 If the resident owes more than their deposit, the FAS will remain in OneSite and any payments should be applied to that resident's ledger. All charges are deducted from deposit before RENT.
- .9 Bad Debt Write-off or Uncollected rent, damages and legal fees per the ADR, in excess of the Security Deposit will be written-off to Bad Debt based on Owner's requests. If in doubt, verify with the Regional Manager.

.10 Collections from Prior Residents

- A payment from a previous resident is input in the OneSite computer system to that specific resident ledger being sure to include credits for the amount withheld by the collection agency.

.11 If payment is not collected upon move-out, the Property Manager should make two (2) written attempts within the first thirty (30) days to collect monies due. If unsuccessful, all amounts should be immediately turned over to a Collection Agency.

.12 Revisions to FAS - When former resident makes a payment or returns items previously deducted from the Security Deposit after the original FAS has been submitted and processed, it is necessary to prepare a "REVISED FAS" to submit to the Regional Manager. The FAS should be labeled "REVISED" and have a copy of the original FAS attached. Follow same procedures for additional charges.

.13 Posting NSF's After Move-out; if a check is returned NSF after a resident moves out, use the following procedures.

- Enter the necessary information on the NSF Report and indicate the resident has moved out. Immediately contact your Bookkeeper to revise the FAS accordingly.
- Attempts should be made to contact the previous resident and collect reimbursement for the NSF check. If unsuccessful, all amounts should be turned over to a Collection Agency no later than thirty (30) days after move-out.