



Dear Resident(s),

Our records indicate that you will be moving out on **{X date}**, please have the keys turned into MPM by this date or before to avoid additional fees.

When it is time to turn in your keys there should be **{X Keys}** house key(s), **{X Keys}** mailbox key(s), **{X Keys}** other unit key(s) & **{X Openers}** garage door opener(s), (and any copies made). Please include your proof of carpet cleaning, if applicable, at that time. **\*If your unit has carpets that have reached the end of their life span, and a replacement is required, you will not be required to provide us with a carpet cleaning receipt. If a replacement does not occur, you will be given the opportunity to clean the carpets or have Missoula Property Management have them cleaned at your expense.\***

Office hours are M-F from 9am – 4pm or there is a drop box located at the left corner of our office building. When the keys are turned in, your move out inspection will occur and you will be emailed with the results. **\*\*If you choose to leave your key(s) &/or carpet cleaning receipt in the drop box, please ensure they are labeled with your first and last name, the rental address, and the date you are dropping them off.\*\***

It is our goal to return your security deposit in full. Attached you will find a helpful move out guide and cleaning checklist. We strongly encourage you to follow the attached Move Out Guide as a guideline to ensure a successful move out inspection.

NOTE: All utilities must remain in the tenant's name until the end of lease, or the 30-day notice date is up, whichever date is later.

If you have not yet provided a dedicated email or forwarding address for the return of your security deposit, please do so as soon as possible. We require **one designated email address or forwarding address per household**.

If you need to update the originally submitted information, **all leaseholders must agree in writing** to the change.

- **Email Submission:** If a dedicated email is provided, your security deposit will be issued as an e-check, delivered instantly.
- **Forwarding Address:** If you prefer a mailed check, please allow at least **3–5 business days** for delivery.

Please note: If no information is provided, the deposit will be sent to the **primary leaseholder's email** or the **last known mailing address** on file.

\*As a form of communication during the move out process, we have the ability to text message you. Please respond to this email with your preference - YES, I accept text messages or NO, I don't accept text messages.

# HELPFUL MOVE OUT GUIDE

(406) 251-8500

[www.RentinMissoula.com](http://www.RentinMissoula.com)

Dear Departing Resident(s),

We hope you have enjoyed your tenancy with us and wish you much luck in the future!

LET THE FUN BEGIN!

## **CLEANING**

Missoula Property Management implements a high standard of cleaning for our rentals. As cleaning can be a daunting task, we have compiled a guide to assist you with the process.

## **RECOMMENDED CLEANING ITEMS TO HAVE HANDY**

(do not use abrasive cleaners or sharp objects that may scratch the surface)

- ☐ Replacement light bulbs (matching bathroom vanity bulbs)
- ☐ Magic Eraser
- ☐ Paper Towels
- ☐ Toothbrush for detailing
- ☐ Pumice cleaning stone for the oven and hard water stains
- ☐ Windex
- ☐ Toilet bowl brush & cleaner
- ☐ Broom, dustpan, mop, bucket, vacuum
- ☐ Replacement furnace filter

## **CLEANING TIPS**

1. Clean from room to room.
2. Start high and work your way down to prevent having to re-clean. Start with the ceiling, then light fixtures, windows & blinds, walls, baseboards and finally the floors.
3. Detail clean switches, outlets, cable/phone jacks, etc. (a dry toothbrush is a good tool to use)
4. Vacuum window & patio door tracks, then clean. (a toothbrush will get into the corners)
5. Wash metal floor vents & wall vents.
6. Goo Gone works well to remove gum & stickers.

## **Commonly missed items are:**

Window tracks

Appliances, including underneath and the outsides

Soap scum on shower surround

Grease spots above stove top

Exhaust vents, including the ones on the underside of the microwave

AC filters

It's all about detail when it comes to cleaning your rental. Here is a check list for each room. Use of this guide will help you to understand what our Field Inspector looks for during your move out inspection.

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(406) 251-8500 [info@rentinmissoula.com](mailto:info@rentinmissoula.com)

### **GENERAL AREAS**

- ☐ Carpets cleaned & receipt (if applicable) turned in with keys.
- ☐ Window coverings, windows, screens & tracks cleaned.
- ☐ Walls, doors & baseboards wiped down.
- ☐ Outlet & switch plate covers cleaned.
- ☐ Light fixtures cleaned & burnt out bulbs replaced.
- ☐ Flooring cleaned (corners & trim).
- ☐ Wipe down all closet shelves throughout.
- ☐ New batteries installed in all smoke detectors.

**\*Be aware- Attempting to complete your own maintenance repairs  
may cause further damage, which you may be responsible for.**

### **ENTRY**

- ☐ Inside and outside of the door, making sure to look for spots where hands are often placed on the door.
- ☐ Threshold swept off, wiped down.

### **LIVING ROOM**

- ☐ Clean blinds.
- ☐ Wash windows, sills, tracks & screens.
- ☐ Clean light fixture and fan blades (if applicable), replace any burnt out bulbs, wipe off cobwebs.
- ☐ Dust baseboards, top of outlets & vents and outlets/switch plates.
- ☐ Wipe down baseboard heaters.
- ☐ Clean air conditioner filter & tops/sides.
- ☐ Vacuum carpet, using hose attachments to get around baseboards & corners.

### **BEDROOM**

- ☐ Wipe off the door, looking for spots where hands are often placed on the door.
- ☐ Clean blinds.
- ☐ Wash windows, sills, tracks & screens.
- ☐ Clean light fixtures and fan blades (if applicable), replace any burnt out bulbs.
- ☐ Dust baseboards, top of outlets/switch plates & vents.
- ☐ Wipe down baseboard heaters.
- ☐ Wipe off cob webs.
- ☐ Wipe down the shelf in the closet & hanger rod.
- ☐ Vacuum carpet using hose attachments to get around baseboards & corners.

### **KITCHEN**

- ☐ Clean light fixtures and replace any burnt out bulbs.
- ☐ Wipe down cupboard tops, shelves & doors and if the top is exposed, wipe off the area between ceiling & cupboard.
- ☐ Vacuum, or take out, and turn over drawers, cleaning with water/soap solution. Wash the metal drawer guides.
- ☐ Wash all countertops, surfaces and outlets/switch plates covers.
- ☐ Clean dishwasher including: the inside seal, soap dispenser, drain & top of door, outside door and sides.
- ☐ Clean refrigerator including: all shelves, door shelves, back/sides, door sides, rubber seals and door handle. Also clean the freezer (defrost if needed) at the same time as the refrigerator. Roll the refrigerator out to clean the floor & sides.
- ☐ Clean the oven using 'self-clean' feature, if applicable, then use an oven cleaner. After applying an oven cleaner, use a dry towel to remove the residue from the oven cleaner- this may take several attempts. Use a wet pumice stone to get the black marks throughout. Clean glass and all sides of the oven door (may take some effort to get all black marks off).
- ☐ Clean the stove: under knobs, underneath hood, broiler pans, oven drawer, and replace stove top drip pans. Make sure to lift up the top of the stove and clean under. Pull the oven out to clean the floor behind and the sides. If not able to pull the stove out, remove the bottom drawer to clean the floor underneath.
- ☐ Clean the microwave inside & out, grease filter (underneath) light cover & gills (a toothpick will help reach the corners).
- ☐ Clean walls/around where the garbage can was placed.
- ☐ Clean baseboards, baseboard heater, vents, tops & sides.
- ☐ Sweep & mop floor.
- ☐ Clean the sink last using a non-abrasive cleaner. Wipe down with a dry towel for a streak free clean.

### **UTILITY ROOM/CLOSET**

- ☐ Wash out the washing machine hook up area (make sure water is turned off, no dripping).
- ☐ Wipe down shelves.
- ☐ Vacuum out dryer vent area - removing all lint.
- ☐ Wipe down walls, baseboards, water heater, outlets/switch plates.
- ☐ Clean light fixture, replace any burnt out bulbs.
- ☐ Sweep & mop floor.

### **STORAGE/GARAGE**

- ☐ Flooring swept & oil stains removed.

### **BATHROOM(S)**

- ☐ Wipe off door, looking for spots where hands are often placed on the door.
- ☐ Tub/shower cleaned & free of soap scum (toilet bowl cleaner does well at removing soap scum), polish faucet.
- ☐ Toilets sanitized & detailed cleaned, clean around base, hinges & seat. Wet pumice stone can remove hard water stains
- ☐ Sink & faucet cleaned and free of soap residue & stains.
- ☐ Vacuum or take out and turn over drawers, clean with water/soap solution. Wash the metal drawer guides.
- ☐ Medicine cabinet wiped out, dust top.
- ☐ Towel bars & toilet paper holders wiped down, no hairspray residue.
- ☐ Mirror spot/streak free.
- ☐ Wipe off the 'gills' on the fan to remove dust.
- ☐ Wipe off light fixtures - vanity bulbs need to be matching.
- ☐ Walls & baseboards washed & free of hairspray residue.
- ☐ Sweep & mop floor.
- ☐ Wipe off outlets/switch plates.
- ☐ Take a dry towel to all chrome fixtures to wipe away any streaks.

### **EXTERIOR**

- ☐ Front entrance clean of debris.
- ☐ Stains on cement washed off.
- ☐ Deck clean and free of debris.
- ☐ Yard mowed & trimmed, if spring. In fall, make sure leaves are all raked. In winter, all snow is to be removed.
- ☐ Flower beds weeded.
- ☐ Trash & pet waste removed & disposed of.

### **EXIT INSPECTION**

When you have completed all the cleaning, including having the carpets cleaned, please return the house keys, mailbox keys, garage door openers & carpet cleaning receipt to our office. You are responsible for rent until the keys have been received by MPM. Turning in the keys will let us know you are finished & your move out will then be performed by our inspector. You will be emailed a copy of the report which will outline what additional cleaning, if any, is needed. You will be given a 24 hour opportunity to return to the unit and correct any additional cleaning, if applicable.

## **REMINDERS**

**Security deposits are not intended to be used as your last month's rent.** Please make your payment on the 1st of the month. To pro-rate your rent for your last month, take your rental amount, divide it by the number of days in the current month, then multiply by the number of days through your 30-Day Notice to Vacate or Lease End Date, whichever occurs last.

**Utilities must remain in your name through the end of the lease term.** Residents are responsible for transferring the utilities out of their name at that time.

**Be sure to provide our office with a forwarding address** for your security deposit refund. Deposits will be refunded in the form of one check.

**In the event your move-out date changes, please notify our office in writing, to request an extension.**

**Have your mail forwarded with the post office.**

## **VENDORS**

Should you wish to hire a vendor to perform your cleaning or when choosing a carpet cleaner, we recommend selecting a vendor who will guarantee their work & provide you with a receipt. If the cleaner does not pass inspection, residents will be responsible to contact the vendor & ask that they return to complete the cleaning, MPM will not contact the vendor on the tenants' behalf. We do not recommend the use of a 'dry clean method' for carpet cleaning. If carpets require additional cleaning, we will have them re-cleaned at your expense.

Here are several preferred vendors:

### **Carpet Cleaning:**

Eclipse Carpet Cleaning (406)728-5855

John's Carpet Cleaning (406) 370-4869

### **Blinds:**

Crown Soniclean (406) 239-4456

### **Professional Cleaning:**

Extreme Cleaning (406) 203-6455

## **MPM Overnight Drop Box Usage:**

**Missoula Property Management is not responsible for lost or stolen items left in this drop box. We recommend paying online through the tenant portal.**

**No cash payments accepted.**

**Items will be considered “received” by MPM the following business day.**

**Please ensure all items are clearly marked with your full name, rental address, and the date you are dropping them off.**

We appreciate all your efforts during the move-out process & hope that you have enjoyed your tenancy with us. If you have any further questions or need additional information, please do not hesitate to contact our office.

**\*\*As an additional reminder, please contact your renter's insurance agent and have them remove Missoula Property Management as the additional interest/insured (if applicable).**

It is important to Missoula Property Management that we offer outstanding customer service to our residents, therefore, we have attached a short survey so that you may provide us with feedback about your living experience. Simply detach & return the bottom of this form to our office or leave it for the inspector upon move-out. We value your time & look forward to helping you with your future housing needs.

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Name: \_\_\_\_\_ Address of rental: \_\_\_\_\_ Date: \_\_\_\_\_

1. What did you like about living here? \_\_\_\_\_

2. What did you dislike? \_\_\_\_\_

3. Are there any comments or suggestions you have for us?

\_\_\_\_\_  
\_\_\_\_\_

How would you rate Missoula Property Management from 1-5? (1– lowest to 5– highest) \_\_\_\_\_

Would you recommend our company?    Yes    No    Maybe