

# Tenants - Frequently Asked Questions

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## **1. What do I have to do to move from the property?**

To officially begin the move-out process, you need to submit a written 30-day notice to the office; the 30 day period begins when received in the offices of Realty Management Associates. The term of your lease must have expired or you must be on a month to month tenancy. During the 30-Day Notice period it is your responsibility to prepare the property for return of possession to Realty Management Associates; the rental agreement details your responsibilities pertaining to property condition at the end of your tenancy.

## **2. When does the 30 days start?**

The notice becomes valid when it is received in our office, Monday - Friday, between 8:30 AM and 5:00 PM.

## **3. When do I get my deposit back?**

Within 30 days of official move-out (which is when all keys have been returned to RMA) you will be sent an 'Itemized Disposition of Security Deposit,' which discloses any charges deducted from the security deposit. The balance of the security deposit (if any) will accompany that report. If a balance is due to the owner, it must be paid within 30 days or the account will be sent to legal collection. If a lease term is broken the security deposit may be held until a new tenant is secured.

#### **4. How do I dispute the Disposition?**

If you choose to dispute the 'Itemized Disposition of Security Deposit', you must do so in writing within 30 days of receipt thereof. Your account will be reviewed and a second disposition statement will be issued within 30 days. Please check your lease, addendum, and welcome package for further information or clarification.

#### **5. How do I get my full Security Deposit back?**

In general the property must be returned in a professionally cleaned manner less normal wear and tear; plus all maintenance requirements deemed tenant responsibility must be completed. Therefore, a number of things need to take place. All drapes, blinds, and window coverings must be cleaned. The unit must also have been cleaned inside and outside. All personal items and garbage must be removed from the property. All the windows inside/out, screens, and tracks must be cleaned. RMA does have an approved vendor list for all your cleaning needs. Please call the office at 377-8889 for a list. Smoke detector batteries must be changed. New furnace filters need to be installed. If you have repainted the interior walls/ceilings a different color or you have caused damage to the walls with large or excessive nails and tacks you must paint the walls/ceiling to its original color/condition. If you vacate during the lawn mowing months, the grass must be trimmed within three days of vacating. Flower beds must be free of weeds. Trees and shrubs must be neatly trimmed. Please check your lease, addendums and Move-Out Requirements Checklist for further information and clarifications.

#### **6. Can I move out before the 30 days are up?**

Yes. You are responsible for the rent for the entire 30 days unless a tenant moves in to the unit prior to that time. If this occurs, the difference will be refunded to you.

#### **7. What do I need to do if I want to move-out?**

30 day written notice is required for any move out. If you are on a month to month tenancy that is all you need to do. If you are under a lease obligation there are fees involved with terminating the tenancy early, they have been explained to you at lease signing. You will be contacted 24 hours in advance of any showings.

#### **8. What do I do with the keys and garage controllers when I move? How long will it take to get my deposit back?**

The garage controllers should be left in the house. Keys need to be returned to our office. This lets us know you have officially moved-out and we have possession of the property. Security deposits or the disposition will be mailed to you in 30 days from the time keys are returned. It is very important that we have a forwarding address so this process is not delayed.

#### **9. How do I get my whole deposit back?**

The lease requires a security deposit that is refundable if you fulfill all responsibilities of your tenancy; that deposit amount is an estimate of the cost to bring the property to rentable condition less wear and tear.

When we receive your 30 day notice to vacate you are mailed the "Move out Check List," which was signed at the beginning of your tenancy. This form details the things you need to complete when making the property ready; along with the amounts that will be charged to your deposit if they are not done.

#### **10. Do I have to be there for the Move-out Inspection?**

No. When you deliver possession of the property (return keys) you have acknowledged completion of your efforts to make the property ready for inspections. The property managers conduct their Move-Out inspections 9:00 A.M. - 4:00 P.M., Monday through Friday you will be notified of the results when you receive your 'Disposition of Security Deposit'. If you would like to have a representative of RMA to do a pre-move inspection please contact the office; the representative can give advice on obvious maintenance or cleaning issues that need your attention. There is a \$50.00 fee for this service that must be paid at the time of the inspection.

#### **11. How long does it take to finish repairs after a work order has been submitted?**

Most work can be completed within a few days provided the vendor can gain access to the property or has an appointment with you. Sometimes in the busy periods it can take up to a week. If however parts need to be ordered, say for an appliance repair, the repair will be made as soon as possible.

Emergency maintenance requests will be handled immediately; our management relationship with the property owner authorizes immediate response to emergencies. See what defines emergency below.

Non-Emergency maintenance requests may take up to one week to complete; owner approval and vendor schedules dictate the timeliness of these requests.

#### **12. What do I do if I have a maintenance emergency?**

During business hours, Monday-Friday 9am-5pm, call 208-377-8889 ext. 108. For after-hour or holiday emergencies, please call 208-861-0636. Some common examples of emergencies are water leaking causing flood, fire, natural gas leaks, and anything that threatens human safety.

**For Fire, Gas, or Natural Disasters call 911 first!** If it is a true emergency the appropriate vendor will be contacted and the problem dealt with as soon as possible.

#### **13. Can I Get Cable or Satellite TV?**

Cable has been around long enough that most properties already have the wiring and it is simply a matter of hooking up the service. Satellite is newer and there are a few precautions

that need to be taken to prevent damage to the property, this is discussed at lease signing. Please read the "Cable/Satellite Dish/TV Request" form under Tenant forms.