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MOVE-OUT PROCESS

We appreciate your business and are sorry to see you go. Here's what happens next...

- You will receive a packet in the mail with pertinent information regarding your move out. Please review and contact our office should you have any questions.
- Turn in your unit keys, mail keys, storage keys, garage keys (if applicable) and pool card (if applicable), and carpet cleaning receipt to our office in person or place in Rent Drop Box on your vacate date. **DO NOT LEAVE KEYS IN UNIT.** If you do not provide a carpet cleaning receipt, the cost of carpet cleaning will be deducted out of your security deposit at our discounted rate, should it be needed. Contact us for rates.
 - Recommended Carpet Cleaners (inform them you are a Montana Crestview tenant to receive our rates)
 - Missoula – Premier Carpet Cleaning (406) 542-0058
 - Bozeman – The Clean Machine (406) 599-2500
- An inspection will be performed within 24-48 hours of receipt of the keys. Please inform the office when you turn in your keys if you would like to pick up your inspection report in person. Be sure to leave a working phone number where we can contact you after the inspection has been performed.
- Inspection results should be available at the office the following business day by 3:00 pm. Should you choose not to pick up a copy from the office, then a copy will be mailed to the forwarding address you provided; or if a forwarding address has not been given, it will be sent to the last known address. Please pay special attention to the cleaning notice expiration date. This is the date by when the cleaning needs to be completed and the keys returned to the office. We cannot extend the 24 hour notice period.
- Any items left in the unit must be picked up or we must receive in writing from you if you would like us remove and dispose of the items, charged at \$40 an hour plus disposal costs. **Should we not receive your instructions in writing items will be considered Abandoned Property and you will be charged as allowed by applicable law as defined under MCA 70-24-430.**
- Once in receipt of the inspection results, you may check-out keys to perform the cleaning ***OR*** you may choose not to take advantage of your opportunity to return to the unit to perform the cleaning.
 - *Note: If you do not perform the cleaning, charges for cleaning, if any, will be deducted from your security deposit at \$30 and hour.
- Should you **OPT TO CLEAN**: You will be given the keys for 24 hours and then you must return them. Upon receipt of the keys, an additional inspection will be performed to determine what was accomplished. **Your account will be assessed actual costs associated with completing an additional inspection.** If you do not return the keys to the office within 24 hours, you may be charged as a “hold-over” and subject to per diem rent at three times the current lease rate.
- Once your Cleaning Notice expires: Scheduling of work will begin immediately and a re-inspect will not be completed.
 - *Note: Work may include, but is not limited to, maintenance, cleaning, and carpet cleaning, disposal costs.
- Once all invoices are received for maintenance, cleaning, and/or carpet cleaning regarding tenant expense, the Operations Supervisor will create a security deposit disposition which will include an itemized list of all deductions (any balance owing on the account, maintenance, cleaning, carpet cleaning and/or disposal costs) made from the security deposit. This disposition along with any funds remaining from the security deposit will be mailed to the forwarding address provided or to the last known address within 30 days of your move-out date. Should a balance be owed on the account please submit payment within 25 days of receipt of the Security Deposit Disposition to avoid legal action.
- The move out inspection can seem a bit overwhelming. Please know that you will not be charged for everything written down on this report as we have not yet compared your property condition report to the move out inspection.