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MOVE-OUT PROCESS

We appreciate your business and are sorry to see you go! We wish you the best with your new home. Here's what happens

- Once we are in receipt of your 30-day notice to vacate you will receive a letter with pertinent information regarding your move out. Please review and contact our office via email at kbridgeman@montanacrestview.com or TMLeasing@montanacrestview.com should you have any questions
- Turn in your unit keys, mail keys, storage keys (if applicable), garage keys (if applicable), pool card (if applicable), and carpet cleaning receipt to our office in person if available or place in Rent Drop Box on your vacate date. **DO NOT LEAVE KEYS IN UNIT (you will be billed rent and utilities until all keys are returned to our office)**. If you do not provide a carpet cleaning receipt, the cost of carpet cleaning will be deducted out of your security deposit, should it be needed.
 - You can find our recommended carpet cleaning companies provided within the notice to vacate letter.
- The move out inspection will be performed within 24-48 hours after receipt of the keys. Make sure your contact information including email address(es) and phone number(s) is correct so we can contact you after the inspection has been performed.
- If additional cleaning is noted on the move out inspection a cleaning notice including the inspection report will be sent via email. Should you not respond to confirm that you received the notice via email 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 your last known address. Please pay special attention to the cleaning notice expiration date as we cannot extend the 24-hour notice period.
- **Should items be left in the unit will result in extensive damages** as we must hire a 3rd party company to pack up the belongings and store and/or dispose of them at your expense. Damages will include but are not limited to labor, materials (boxes, tape, trash bags, etc.), travel costs to and from storage space and/or landfill, monthly storage fees (if applicable), disposal costs (if applicable) and administrative time (See Supplement G- Actual Costs Associated Summary)
 - If we do not receive your instructions in writing regarding items left, they 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 schedule a time with our office to check-out a key to perform additional cleaning, OR you may choose not to take advantage of your opportunity to return to the unit to perform additional cleaning. Note: If you do not perform the cleaning, charges for cleaning, if any, will be deducted from your security deposit.
- Should you OPT TO CLEAN: You will be given a key for 24 hours and then you must return the key back to our office. Upon receipt of the key, 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 "hold-over" and subject to per diem rent at three times the current rental agreement rate.
- Once your Cleaning Notice expires scheduling of work will begin immediately and a re-inspection will not be completed. Note: Work may include, but is not limited to maintenance, cleaning, carpet cleaning and disposal costs.
- Once all invoices are received from 3rd party vendors 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, disposal costs, etc.) 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 receipt of keys. 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.

Helpful note: 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.