

Venice Properties

Move Out Instructions and Information on Your Security Deposit Return

Your Security Deposit will be sent to you within thirty (30) days after the expiration of your lease agreement pursuant to Ohio Lease Law. We will mail the Security Deposit Return (SDR) to the **ONE** forwarding address you provide to us IN WRITING (by fax). You must submit a **Deposit Return Form** (attached) by fax to 614-467-2091 to receive your security deposit; the security deposit will be held until we receive your security deposit return form.

Enclosed with the check will be a detailed itemization of any and all deductions against your Security Deposit. Once again, due to the extreme workload we face during this time of year and because we are unable to determine which residents caused damage to the apartment, we issue only one check per apartment or house and we do not write individual checks. The check contains the name of the resident on the security deposit return form and can only be someone that had a valid lease contract with Venice Properties for that lease term.

We do our best to ensure that we return security deposits accurately, but from time to time there are mistakes that are made. If you feel that we held more of your deposit than we should have, you have the ability to go to our website and make an appeal. Most times, this can remedy any discrepancies with security deposits and will get a resolution quickly. If you feel that we made a mistake please go to our appeals page on our website <http://www.veniceprops.com/appealpage.cfm> and fill out the form.

In order to receive credit for your door keys and parking pass, you must leave them in the mailbox of the address you leased by midnight of the day your lease expires. The keys and parking passes must be enclosed in an envelope with your full apartment address on it. The failure to return all of your keys and parking passes will result in a door lock re-key charge of \$180.00 and replacement parking pass fee of \$50 per pass. We realize this policy is very strict but it is the result of problems that have occurred over the years.

You must vacate your apartment no later than **12:00 Midnight** of the day your lease expires. No holdovers will be tolerated! Failure to vacate your apartment on time will result in a \$100.00 per day charge that will be enforced.

Please make sure that you pay your last months rent. Your Security Deposit cannot and will not take the place of your last month's rent. Anyone who tries to do this will be charged late fees and be subject to eviction. Evictions can be costly and damaging to your credit. If we have not received your rent by August 1st, we will **begin the eviction process** by serving you a 3 day "notice to leave the premises" in order to protect the integrity of our business. Evictions are costly, time consuming, embarrassing and they affect all tenants on the lease as well as their co-signers. Please pay your rent on time and closely communicate with our office.

This memo is designed to help you to minimize deductions from your Security Deposit. If you follow the guidelines there is less of a chance you will be charged for damages when your Security Deposit is returned.

What we expect from you:

1. Carpet and Floors

- A. Vacuum your carpet thoroughly. If you notice that your carpet is still abnormally dirty after vacuuming, you will be charged on a per room basis for carpet cleaning. However, vacuuming will eliminate an additional vacuuming charge. Remember: Damage to carpet caused by cigarettes, irons, bleach, chewing gum, acetone, peroxide, and red dye #2 (Kool-Aid) can not be rectified. Stains, burns or gum spots will result in charges for repair or replacement depending upon the location and extent of the damage. You are to submit a receipt for the carpet cleaning, however if they did not do a good enough job or if the stains are not able to be cleaned, you may be charged for additional cleaning or replacement.
- B. If you have hardwood floors, they must be swept and mopped with water or white vinegar only; **do not use wax.**

Venice Properties

- C. Be very careful not to scratch your wood floors when moving your furniture and out.

2. Walls

Return your unit without the walls being all marked up. If you have lived in the same unit for more than one-year, this will be taken into account. However, if your walls are abnormally marked up or stained when you vacate your unit, you will be billed for repainting. A white Staedtler Mars-Plastic eraser for paper and film (#52650) will remove many black marks and smudges from your walls, however, it will not remove gouges, holes, knicks or scratches, or smoke stains (obviously). For larger smudges, scuffs or grimy areas (i.e. walls where beds used to be), try diluted Fantastik or Formula 409. Some of the paint will come off when you rub, so don't rub too hard or you'll rub through to the drywall paper, which is cardboard and is easily damaged by liquid. The eraser and the cleaners mentioned above will not clean heavy grime, smoke stains, or black marks resulting from bicycle tires or shoe prints on the living room, hall or bedroom walls. If these walls are dirty they will be repainted at your expense. We highly encourage you not to repaint your walls as most of the time the paint job is unsatisfactory and it ends up getting billed to the tenant anyways.

3. Drywall

You will be charged for any wall holes larger than a small nail hole. Damage from adhesive picture hangers that tear the paper will be chargeable. You will also be charged for removal of adhesive residue (such as Bluetack) from any wall or trim surface. Rooms with thumb tacks or nail holes in excessive numbers will result in a spackling charge.

4. Kitchens

Here are some items most people miss:

- A. Cleaning the food splatters off the wood paneling (if you have it), the doors in and near the kitchen, the baseboards and the toeknicks under the appliances and cabinets.
- B. Scrub the floor clean, it must be smooth to the touch, not sticky. If you have a ceramic floor try using a scour pad for heavy stains and then mop it.
- C. Wash the food splatters and/or spills from the walls. It will be the heaviest near the stove and refrigerators. There will be splatters on the wall between the counter top and the wall cabinets; you need to clean it too.
- D. Clean out the pantry and clean the shelves with a damp cloth.
- E. The night before you're going to clean, make sure you thoroughly spray your oven including underneath the range burners, drip pans, broiler and oven racks with Mr. Muscle or easy-off oven cleaner (be careful not to get any of these cleaners on the outside of the oven since they can very easily eat through the paint). Most ranges are made so that the top part lifts up which makes it very easy to get in underneath the burners and drip pans and clean. If you have a range top that won't lift up, take the drip pans and burners out and clean underneath the best you can. Next, shut the oven and broiler doors and let everything sit overnight allowing the product more than enough time to work effectively. For particularly hard to clean parts and areas, SOS pads work great when used with oven cleaners.
- F. Your refrigerator can be cleaned with LYSOL or Pine-SOL and water. Be sure to clean the top of both the refrigerator and all four sides of the refrigerator and freezer doors. After cleaning the refrigerator and cleaning under it, unplug it and prop the doors open so they won't shut and allow mold and mildew to grow.
- G. The pantry shelves and cupboards should be wiped out along with the base cabinets (underneath the sink, etc.), drawers and countertops (both kitchen and bathroom) with a solution of Lysol, Pine-Sol or Lestoil and water. Your kitchen and bathroom floors should be swept first then scrubbed with Spic & Span or any of the products listed above and mopped. These products are also great for cleaning behind and underneath both the refrigerator and range (be very careful when pulling the appliances away from the wall, so you don't gouge or tear the linoleum floor – a very costly repair!) However, you may not need to pull the range out. If it is real dirty, you will need to pull out the stove.

5. Bathroom

The best products available for cleaning your bathtub, tub walls, shower doors, shower door tracks and caulking are Tilex, Dow Scrubbing Bubbles, Lysol Basin Tub and Tile Cleaner, or the Works. You can save yourself a couple of hours of

Venice Properties

scrubbing by using one of these products. Spray the whole shower compartment (especially the caulked areas) thoroughly. Let it sit for at least a half hour. Then take a toothbrush or other small brush and clean the shower door tracks and caulked areas (be careful not to scrub the caulked areas too hard, because you could pull the caulk away from the tile and ruin the seal.) Next, take a sponge and wipe down the wall panels and shower doors.

- A. The bath walls will have splatters that could be toothpaste, soap or hair spray, etc. Please wash the walls with a damp rag.
- B. Scrub the floor including behind the toilet.
- C. Wipe out the vanity cabinet.
- D. Wipe off the door and Knob and the towel bar holder.
- E. Clean the light fixtures and leave the light bulbs.
- F. Clean off the medicine cabinet door outside and inside and the inside of the medicine cabinet.
- G. Wipe down the counter, faucets, toilet tank lid, behind the toilet bowl and the seat and the baseboard.
- H. Remove any shower curtains or shower curtain rings.

6. Windows

The inside of all windows should be cleaned and the outside too if possible. Dust and clean window ledges, make sure all screens are in and report any missing or torn screens. You can clean inside the window tracks with a shop vac or vacuum with attachments.

7. Basements

The basement must be emptied of all property and debris belonging to the tenant. The floor should be swept and any major dust or cobwebs cleaned up.

8. Outside Areas

The porches or decks should be swept and free from furniture and debris and cleaned of any grime other than normal outside dirt. All yard areas (front, side, and rear) must be clean of any furniture, debris, cigarette butts, and/or trash.

All personal items and furniture must be removed from the house. Anything large that will not fit in a dumpster must NOT be sat in an alley near a dumpster. This will be strictly enforced and we will deduct any charges that we accrue from hauling anything belonging to tenants. Remember, even if one personal belonging is left, it is one too many, one piece of trash left is one too many. You must leave the residence in as good or better condition than you received it to ensure that a cleaning charge is not deducted from your security deposit. **Please remember that if you moved in prior to September 15th, your home may not have been completely cleaned, however this does not mean that you do not have to clean the home when you move out.**

If you have any questions concerning any of the above mentioned items, please do not hesitate to email us at info@veniceprops.com. We are simply providing some general guidelines. If you have a particular situation that is not covered here, please do not assume anything, email us.

Thank you very much for your cooperation.

It's been great having you as residents!!!

Venice Properties

Venice Properties

Deposit Return Form

We would like to take this opportunity to thank you for renting from Venice Properties, we hope that you had a pleasurable experience with us. You must complete this form and fax it to 614-467-2091 so that we may process the return of your security deposit. This information must be in writing and cannot be called in. Please print neatly!

Address of property _____

Please fill in the name and addresses of the person (Treasurer) on the lease that you are designating to receive your apartment's security deposit. **Only one check will be sent for each apartment.** Your check will be sent out within 30 days of the expiration of your lease, provided this form is filled out properly and correctly.

Name of Treasurer _____

Full Address (where check is to be sent)

Date _____

Phone # _____

Amount of initial deposit _____

All residents on the lease must sign this form below to give us the authority to return your deposit as shown above. If your signature is illegible please print below your name below the signature.

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