

Dear Bluefin Resident(s),

We're sorry to see that your stay with us is coming to an end. To ensure a smooth transition, please review this letter carefully. All deposits are fully refundable, and we're committed to helping you receive yours in full. Here's what you need to know:

Move-Out Expectations

- Key and Property Return: You must vacate the property and return all keys, remotes, fobs, and passes by the end of the last day of your lease. Holding over beyond this date will result in a "Hold-Over Fee."
- Forwarding Address: Provide your forwarding address when you return your keys to ensure prompt delivery of your security deposit. Deposits will be mailed to this address; we cannot hold or provide them for pickup. Failure to provide a forwarding address will delay processing and result in additional certified mailing fees if a second mailing is required.
- Tenant Portal Payments: Cancel any automatic rental payments in your tenant portal. We are unable to cancel payments on your behalf. Should you forget to cancel your payment and subsequently cancel same payment causing a NSF or returned payment, all bank fees charged to us will be deducted from your deposit.

Lease Responsibilities

- Rent and Utilities: You are responsible for rent and property maintenance (including lawn care and pool upkeep, if applicable) until the end of your lease, even if you vacate early. Utilities must also remain active until your lease ends. Any fees incurred for connecting utilities by landlord prior to your lease ending will be deducted from your deposit.

Security Deposit Refund

- Review the security deposit section of your Residential Lease Agreement and the Resident Handbook to understand the refund process and avoid unnecessary charges.
- Follow the cleaning and move-out procedures outlined below to maximize your deposit refund.

Cleaning Instructions

Kitchen:

- Clean the refrigerator inside and out, including shelves and freezer. Pull it away from the wall to clean underneath, behind, and on top. Leave it plugged in, running, and closed after cleaning.
- Replace the refrigerator filter, if needed.
- Clean all cupboards, baseboards, and under the sink.
- Deep clean the oven and stovetop, including burners, controls, rings, and the exhaust fan. Replace drip pans with properly fitting new ones.
- Clean the dishwasher thoroughly and ensure it's in working order.
- Scour sinks, removing stains, and ensure the disposal is clean and operational.
- Sweep and mop the kitchen floor.
- Professionally clean any kitchen carpets (receipt required).

Living Room:

- Professionally clean all carpets (receipt required).
- Clean baseboards, switches, trim, and walls to remove marks.
- Wash windows, clean screens, and wipe down window sills and tracks.

Bedrooms:

- Follow living room instructions.
- Vacuum closets and dust shelves.

Bathrooms:

- Clean and disinfect toilets, sinks, bathtubs, and showers.
- Wipe down mirrors, countertops, cabinets (inside and out), and exhaust fans.

- Remove soap scum and stains from all surfaces.

Storage Areas, Patios, and Exterior:

- Clean and sweep all storage areas, patios, and carports.
- Remove all personal items, trash, cobwebs, and debris.
- Clean around entry doors, removing any dirt, cobwebs, or dead bugs.

Landscaping:

- Mow, edge, and weed the lawn.
- Trim shrubs and clean up all pet waste and debris.

General Cleaning:

- Wipe down light fixtures, clean fan blades, and replace missing pull strings.
- Replace burned-out light bulbs (match w/ bulbs present) and ensure smoke alarm batteries are functional.
- Replace the AC filter.
- Vacuum carpets and sweep/mop all flooring.
- Sweep out the garage, remove any oil stains, and empty/disinfect trash bins.
- Ensure the property's front, back, and side yards are free of debris, and landscaping is neat.
- If walls require patching, paint the entire wall rather than touching up spots.

Ordinary Wear and Tear

What Qualifies:

- Natural and gradual deterioration from normal use (e.g., worn carpets, faded paint).
- Changes caused by time, not negligence.

What Doesn't Qualify:

- Negligence: Damage from carelessness (e.g., stains from spills, buildup from lack of cleaning).
- Failure to Warn: Allowing minor issues to escalate due to lack of communication (e.g., not reporting a leak that causes water damage).
- Abuse/Misuse: Intentional or inappropriate use of the property (e.g., gouging floors, staining walls).
- Accidents: Damage caused by mistakes (e.g., broken fixtures, flooding).

Other Considerations:

- Extent of Damage: A few nail holes are acceptable; dozens are not.
- Length of Residence: Longer stays result in more wear, but excessive damage within a short time is unreasonable.
- Property Age: Older properties may show more wear naturally, but newer properties should not.

Additional Support

Need help with cleaning or repairs? Contact us for recommendations for trusted vendors, including house cleaners, carpet cleaners, and handymen.

Use common sense: if something isn't listed here but needs cleaning or repair, address it to avoid charges against your deposit. Should any issues remain after your lease ends, we will arrange for cleaning or repairs and deduct the costs from your deposit.

Thank you for your cooperation. If you have questions, please don't hesitate to contact your property manager.

Best regards,

