



Move In and Move Out Policy Addendum

This MOVE IN AND MOVE OUT POLICY ADDENDUM is made on _____ between

Incline Property Management (Owner) and _____ (Resident) as part of the Residential Lease Agreement. The addendum supersedes all previous Residential Lease Agreements that did not include this addendum and Resident agrees and acknowledges that the following has been part of the original policy of Incline Property Management.

1. **Move In Cleaning** - Resident acknowledges that Incline Property Management or the prior occupant has hired professional cleaners to thoroughly deep clean the property prior to move in. If there are issues with the cleaning the Resident is required to submit their complaint within 24 hours of the lease start date via email to info@inclinepm.com to have the property cleaning touched up. If the Resident fails to inform the office and/or opts out of having cleaners come back to touch up the property, this does not negate the requirement that the Resident is to have the property cleaned professionally upon move out.

Resident Initial _____

2. **Move Out Cleaning** - Residents are required upon move out to have the property professionally deep cleaned. Residents may opt to hire their own cleaners and submit an invoice for the work PRIOR to their move out date. If a Resident fails to coordinate with Incline Property Management for their move out cleaning or fails to send in an invoice, the Resident will be responsible for any cleaning scheduled by Incline Property Management. In addition, if the Resident's chosen cleaning company fails to meet the standard of Incline Property Management's cleaning company, Incline Property Management reserves the right to have the property cleaned again at the Resident's expense. A cleaning checklist will be provided to the Resident with their move out instructions as well as listed below.

Resident Initial _____

3. **Move In Carpet Cleaning** - Resident acknowledges that Incline Property Management or the prior occupant has hired professional carpet cleaners. If there are odors or stains that require attention, the Resident must submit their complaint via email to info@inclinepm.com within 24 hours of their lease start date. If the carpets are still wet upon the Resident moving into the property, the Resident will not put wood or metal on the carpet until the carpet is completely dry.

Resident Initial _____

4. **Move Out Carpet Cleaning** - Residents are required to have carpets professionally cleaned by a company with a truck mounted carpet cleaning method EXCEPT in cases where the carpet is being replaced due to normal wear and tear. Residents with animals are required to have an animal/enzyme treatment included. Additionally carpet cleaning for animal odors, stains, etc are determined by Incline Property Management and the financial responsibility of the Resident. Residents may opt to hire their carpet cleaners and submit an invoice for the work PRIOR to their move out date. If a Resident fails to coordinate with Incline Property Management for their move out carpet cleaning or fails to send in an invoice, the Resident will be responsible for any carpet cleaning scheduled by Incline Property Management.

Resident Initial _____

5. **Additional Cleaning for Animals** - Residents with animals may be responsible for additional cleaning charges to clean animal hair from carpet, animal odors, animal stains, clean the HVAC vents, etc. Additionally, yards must be cleaned of animal waste. Damages from animals such as broken blinds, chewed baseboards, chewed drywall, scratched doors/windows, animal urine soaked to the subfloors, etc will be charged to the Resident and due immediately. Please refer to the **Animal Addendum** for other specifics.

Resident Initial's _____

Date _____

Resident Initial_____

6. **Wall and Paint Damage vs Normal Wear and Tear** - small scuffs and drywall damage on the walls if under the size of a quarter or occurring on less than 20% of any one wall will be considered as normal wear and tear. Larger scuffs, drywall damage, holes, nail holes, tv wall mounts, or if small scuffs and drywall damage are excessive throughout the property, they will be considered damage and will be repaired at the expense of the Resident. Attempts for patch and paint that do not meet an adequate standard will be corrected by management at the expense of the Resident and Incline Property Management STRONGLY recommends that Residents do not attempt their own patching and painting.

Resident Initial_____

7. **Unit Specific Property** - Units are equipped with a Brivo Smart Home system and smart lock. Additionally some units may have smart thermostats, water detection sensors, motion sensors, doorbell cameras, and security cameras and/or systems. All equipment is to be maintained by the Resident. The Resident may access the Brivo System through an app by request. If at any time, there is a transfer of management, Incline Property Management will remove the Brivo Smart Home system and lock from the property and replace the lock with a traditional lock at the Owner's expense.

Units are not rekeyed between Resident changeovers. The smart locks are reprogrammed to the current Resident. All other exterior doors may be rekeyed at the Resident's expense. Garage door codes may be reprogrammed by the Resident or the Resident may submit a maintenance request for reprogramming at their expense. Garage door remotes, storage unit keys, exterior keys, and HOA parking passes or clubhouse FOBS are to be left in the residence upon move out. Upon move-in, if the garage door remotes or HOA passes/FOBS are not in the unit, the Resident must notify management within 7 days so that we can request a replacement at the previous Resident's expense. Any expense for replacing missing garage door remotes or HOA passes/FOBS after the initial 7 days will become the current Resident's responsibility.

Resident Initial_____

8. **Move Out Notice** - Move out notices are required to be given via email to info@inclinepm.com 30 days prior to the end of the lease agreement. Leases may not be terminated mid month and notices given after the 1st of any given month will be set for termination on the last day of the following month. A notice form will be sent to the Resident to fill out and complete their obligation for notice to be accepted. Forwarding addresses must be received prior to move out and failure to provide any forwarding address will result in security deposit refunds to be mailed to the last known address which is the rental property address in most situations. Any lost checks that need to be reissued will result in a \$25 administration fee.

Resident Initial_____

The move out/move in checklists are attached hereto as a guideline only and subject to change at any point. This will also be provided upon move in. Additional fees may apply as appropriate for other damages not outlined in this addendum.

The undersigned acknowledges and agrees to the terms and conditions of this addendum as made part of the **Residential Lease Agreement**.

Resident Signature:_____ Date:_____

Resident Signature:_____ Date:_____

Resident Signature:_____ Date:_____

Resident Signature:_____ Date:_____

Resident Initial's _____ Date _____

Move In Checklist

Key Pick Up

- Once your move-in date is decided (no more than 10 days after you place a deposit), you'll need to coordinate receiving your Smart Lock code or arrange for key pick up from our office. In order to release the code or keys to you, your security deposit and first month's rent will need to be paid. You will also need to submit a copy of your renter's insurance to your property manager. The renters insurance policy must include at least \$100k in liability coverage and list Incline Property Management as an additional insured party.

Brivo Smart Home

- Most properties have a Brivo Smart Home system installed with connection to the smart lock. Additional smart home features such as smart thermostats, motion sensors, flood detection, doorbell cameras etc may also be in the property. These are all accessible via the Brivo Smart Home app. Please refer to the **Brivo Smart Home App Instructions Form** to set it up.

Utilities

- Unless otherwise specified, you are required to have all utilities for the property turned on in your name within 48 hours of taking possession of the property. This includes power, water, gas (if applicable), and trash (if applicable).

Move-In Inspection

- Along with this packet, you will receive a move-in inspection email to complete through the RentCheck App. This is for you to note any cosmetic defects in the home so that you have documentation of the condition of the property as you received it. This form will be referenced upon move out and assist with determining any potential security deposit withholdings. Please fill out the inspection and submit to info@inclinepm.com within 7 days of move-in.

Rent Payments

- We recommend paying rent online through your Resident portal at www.inclinepm.com. When paying online, you have the option to pay via ACH or by card. If you choose to pay by card, please be aware there are merchant fees (determined by the card company). You may also pay via check, money order, or cashier's check and mail it to our office or drop off in person. For your protection, we do NOT accept cash payments.
- Rent is due on the 1st of every month with a five day grace period. Rent is considered late after 5pm on the 5th day of the month, **regardless of holidays or weekends**. A late fee of 10% of the rental amount (unless otherwise stated in your lease agreement) will be assessed along with a \$15.00 daily late fee until paid. All late payments must be paid in the form of certified funds.

Maintenance

- All maintenance requests must be submitted through the Resident portal unless it is considered an emergency. In case of emergency, call 801-850-5673 ext 9. For non-emergency requests, we recommend submitting your maintenance request through your Resident portal at www.inclinepm.com. Please review the provided **Maintenance Policy** for in-depth detail on our maintenance policy and procedure.

Lease Expiration

- We will contact you 6-8 weeks prior to your lease expiration to determine your intentions. Your lease will default to a month to month term with a \$200.00 monthly fee upon expiration. If you decide not to renew your lease, you are required to submit a written notice of intent to vacate thirty days before your intended move-out date. You cannot end the lease mid-month without prior written approval.

Keep In Mind

General Maintenance - General maintenance of the unit is your responsibility. General maintenance includes replacement of light bulbs, smoke detector batteries, etc. If you submit a maintenance request for repairs due to Resident damage, misuse, or negligence, the Resident(s) will be billed for any repairs. Examples include clogged toilets, garbage disposals, broken windows, etc. AC/Furnace Filters: Residents are to change AC/Furnace filters every 30 days. Be sure that the filter is the appropriate size for your system. If filters are not changed regularly, they can cause damage or premature malfunction. Residents will be responsible for any repairs related to damage caused by improper filter maintenance.

Resident Initial's _____

Date _____

Other Filters: Residents are responsible to replace any fridge/reverse osmosis/water softener system, or any other filters required in the house as required. If your equipment does not state how often or what type of filter you need, please check online or reach out to the office. Water softeners are also required to be maintained with salt.

Quarterly Inspections - Property inspections are required to be completed through the RentCheck app on a quarterly basis. Failure to complete the inspection will result in a \$100 inspection fee to have an office member complete the inspection. Inspections are reviewed by the office and may receive requests for additional information or clarification. Inspections are not a replacement for a maintenance request or reporting damage.

HOA/CC&Rs: If applicable to the home you're renting, you are obligated to educate yourself and abide by the HOA rules and regulations. If you receive an emailed or physically mailed HOA violation, you are to adhere to the terms and requirements on the violation within the allotted amount of time. If there are any associated fines, they will be added to your online account and are due immediately. If you need a copy of the rules and regulations or want to dispute/appeal a violation, please contact your property manager. CC&R's and Rules and Regulations can also be found in your Resident portal, however Incline Property Management is not always informed of HOA changes. HOA rules and regulations may be amended, changed, or enforced at any time and you may or may not be notified in advance.

Mailbox Keys: Due to federal regulations, we do not manage mailboxes. If the previous Resident did not leave a key to the mailbox, you will need to take a copy of your lease agreement, valid ID, and a utility bill to the local post office to obtain the location and keys to your mailbox. If the mailbox is not USPS managed, please contact your property manager for information.

Re-Key/Lock Change: We do not rekey the locks upon move-in unless required for access. If you would like the locks to be re-keyed at your expense, you may submit a request through your Resident portal or to your property manager. **The Brivo Smart Home system and smart lock are not to be tampered with or removed.** If you change the locks at any time, you are required to provide a key and/or code to the property manager for emergency access. Failure to do so could result in a chargeback for locksmith services.

Security Systems: We do not provide or manage security systems at the property. You may choose to install a security system at your own cost. Prior written approval is required if you intend to mount or run wires through the walls. The home must be returned in its original condition upon move out (all holes should be patched and painted). If the system is monitored, you must note Incline Property Management as an authorized party and/or provide the property manager with the access code in case of emergency. If there is existing security system equipment in the home, you may contact the provider for service at your expense.

Landscaping: Landscaping is the responsibility of the Resident (unless maintained by the HOA). The lawn needs to be kept regularly trimmed, watered appropriately and free of weeds and debris. All trees, bushes, and shrubs should be adequately trimmed in a timely manner. If there are any significant issues such as a sprinkler malfunction or dying grass, please report as a maintenance ticket. Please refer to the **Landscaping and Outdoor Maintenance Addendum** for additional information.

Leaks: If you find a leak, shut off the water to the affected area immediately to prevent further damage and report to the property manager. Please refer to the **Maintenance Policy Addendum** for more details.

Pest Control: Residents are responsible for pest control. Keep in mind if you have a monthly service, you are much less likely to see pests. If you need a vendor recommendation, please contact the office.

Animals: Animals are approved on a case by case basis. You are NOT allowed to bring an unauthorized animal on the property for any period of time. All animals are to be approved by the property manager and an animal addendum must be signed. Please refer to the **Animal Addendum** for more information.

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Date _____

Move Out Checklist

Properties are required to be professionally cleaned. Professional cleaners charge by the hour. Follow the following checklist to minimize expense of professional cleanings.

Refrigerator

- Move the refrigerator away from the wall.
- Remove grease and grime off the wall behind the refrigerator. Vacuum and mop floor where refrigerator normally stands. Clean sides of refrigerator.
- Defrost freezer and clean.
- Remove and clean all shelves and crispers.
- Clean the inside of the refrigerator.
- Replace shelves and crispers.
- Move the refrigerator back in place.
- If any odor is still present after full cleaning, please leave an open box of baking soda inside.
- Replace any broken shelves or drawers

Stove/Oven

- Remove grease off the wall and cabinets around or behind the stove.
- Vacuum and mop floor where stove normally stands. Clean or replace drop pans (requires removing burners). Wipe down the front and sides of the range.
- Remove grease and grime off range hood.
- Clean range top, front, and doors.
- Clean rack and broilers.
- Move the stove back in place once cleaned.
- DO NOT USE SELF CLEANING OPTIONS

Cupboards and Drawers

- Remove all food/debris particles from all surfaces. Clean all cabinet doors and drawer fronts inside and outside. Wash and rinse all shelves and drawers.

Dishwasher

- Clean inside, outside, door edges, and racks.
- Run a cycle with 1 cup white vinegar on the top rack.

Light Fixtures

- Remove all fixtures, clean, and replace fixtures. (turn off lights prior).
- Replace burned out bulbs.

Baseboards

- Wash and rinse throughout the whole house or apartment. Pay special attention to corners and edges.

Work Areas/Under Sink/Sink

- Make sure it is debris and grease free.
- Remove any stains and disinfect.

Bathroom

- Remove shower curtains and liners.
- Remove soap scum and stains from tub, fixtures, and shower rod.
- Clean and shine wall tile around tub areas.
- Disinfect, scrub and remove stains from inside and outside of the toilet.
- Scour sink and soap holder.
- Clean cabinets and mirrors.
- Replace damaged towel rods and TP holders.

Bedrooms/Hallways/Living Room

- Clean window sills, frames, tracks, casing and both sides of the glass.
- Clean closet shelves, rods, tracks, casing and both sides of doors.
- Vacuum all carpets.
- Clean both sides of doors including casings.

Carpet/Laminate Floor Cleaning

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- Carpets are to be cleaned by a professional carpet cleaner upon move out. If you choose to have this done by a professional yourself, please notify the office of your intent prior to your move out date and provide a receipt within 24 hours of move out to avoid the office scheduling service.
- Vacuum and mop all hard surface flooring with appropriate cleaning solution and a microfiber mop. Scrub around edges. Be sure all stains have been removed.

Garage

- Should be completely empty and swept.
- Oil stains should be removed from concrete.
- Wipe walls and baseboards.

Exterior and Additional Items

- Remove all of your personal belongings from inside and outside of the property.
- Do not leave garbage on the curb or in bins.
- Clean all oil/rust stains from driveway, patio, or sidewalks. Remove all pet feces, cigarette butts, and litter from property. Trim bushes & hedges as needed if you were responsible for lawn care.
- Cut grass, pull weeds, and edge your lawn if you were responsible for lawn care.
- Sweep all driveway, patio, and sidewalks.
- Ensure exterior lights have working bulbs.
- Remove animal waste
- It is **STRONGLY RECOMMENDED** that you do not do your own patch and paint as improperly patching and painting may increase the expense to correct it.

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