Move-Out Instructions

We are in receipt of your notice to vacate. We are sorry to see you go, but it is our goal to make this transition as seamless as possible. **Please read the below move-out instructions carefully**.

Rent Payment:

- Please be advised that the system will automatically charge rent for the following month on your ledger. If you will or have moved out before the start of the new month, please disregard the charge. The charge will be adjusted when the deposit accountant team processes your security deposit.
- If you have the auto pay option set up with Click Pay/Rent Cafe for rent payments, we strongly suggest you discontinue this service at lease end. This will ensure that future rent payments are not deducted from your account.

Elevator Reservation:

- Please schedule your physical move out via Resident Portal under "Concierge" > "Reservations" to reserve an elevator.

- Elevators are available daily from 9:00AM-6:00PM on a first come, first served basis, excluding holidays. Schedule quickly because we can only accommodate three moves per day!

COI Requirements (for Contracted Movers):

- If you are using a contracted mover, you will be required to provide a Certificate of Insurance (Requirements Attached) 48 hours prior to your scheduled move-out date. Exceptions will not be made.

- COI requirements can be found on RentCafe. Please contact the concierge if you are unable to locate it. The limits should be set at a minimum of $1,000,000 per occurrence and $2,000,000 aggregate. The certificates of insurance should list the certificate holder and additional insured, which are listed on requirements.

- *Important to note: Liability policies cannot contain an exclusion for injuries to employees, commonly known as action over exclusion*

Self-Move Out:

- While self-moves do not require a COI, they still must be scheduled via RentCafe. A $1000.00 refundable deposit must be left with the front desk. The check must be payable to the building entity only.

Move-Out Inspection:

- Please schedule the move out inspection via RentCafe under "Concierge" > "Reservations." Please notify the concierge as soon as apartment is 100% ready for maintenance team to inspect. This will occur after you have removed all personal items from the premises. A lease holder must be present for move out inspection with maintenance team. Move out inspections are performed 7 days a week from 9:30AM – 4:30PM, staff availability applicable. Failure to complete by lease end date will result in delayed security deposit return or additional penalties.

- Upon returning keys/completing move out form, you will not be able to reenter the apartment. The unit must be surrendered in broom-clean condition. Costs to repair and replace any damage that is inconsistent with normal wear and tear will be deducted from your security deposit. Preliminary move out walkthrough are no longer required.

- Your keys must be surrender to the Concierge or Superintendent at the completion of your move upon which you will be asked to complete a move out form. You must surrender all keys including apartment keys, mailbox keys, and key fobs. If you fail to surrender one or all or the above, the cost to replace will be deducted from your security deposit. Move out form and inspection must be signed by primary lease holder to be able to process.

- Note, there will be a one-time, non-refundable fee of $500.00 move out fee. Fee will be deducted from the resident's security deposit.

Revoking and Returning STiD Access (if applicable):

- Upon your move-out, please visit the concierge to revoke and return your STiD Access. Once the concierge initiates the revoking process, you will be advised to open the STiD app. This will complete the revoking process. Failure to complete this process will result in $25 (per STiD access) deducted from their security deposit.

Security Deposit:

- The return process for security deposit does not begin until the keys are surrendered, and the unit is completely vacant. Landlord has 14 days to notify resident of damages and their expected refund amount towards ability for resident to mitigate damages. The security deposit return is mailed within 4-6 weeks from expiration.

Thank you for being an outstanding resident! Good luck in your new home!