



MARKETPLACE  
HOMES



# Move-Out Guide

Welcome to our Resident Move-Out Guide—a concise resource for a stress-free departure from your rental home. Whether you're a seasoned renter or a first-timer, this guide simplifies the process with practical tips, covering lease obligations, property preparation, logistics, and how to maximize the return of your security deposit.



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### QUESTIONS?

Contact us by sending a message through the Marketplace Homes resident portal or by calling 800-331-0646.

# Complete your Move-Out Checklist



Ready for a smooth move? The key is being prepared, so before you start stuffing boxes or calling in the movers, check out our easy-to-follow checklist. We made this just for you to make sure everything goes super smoothly and all your expectations are spot on. At Marketplace Homes, we've got your back every step of the way. Let's make this move a breeze!

## Move-Out Checklist



Submit notice of intent to vacate



If applicable, remaining Residents approve move-out



Notify utility providers



Forwarding address



Complete move-out


# SUBMIT NOTICE OF INTENT TO VACATE


*(Required)*

**Whether you will be moving out at the expiration of your lease term or at an earlier date, a notice of your intent to vacate must be submitted in writing at least 30 days in advance of your departure.** You can do so by conveniently sending an email through your resident portal or to [info@marketplacehomes.com](mailto:info@marketplacehomes.com). Please consult your full lease agreement for further details and notice requirements. A copy can also be found in the documents section of your portal.

Once your notice of intent has been received, a member of our property management team will email a formal Notice to Vacate, as well as next steps in the move-out process.

## Move-Out Checklist

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### MOVE-OUT TIP

If you're looking to get the most of your deposit back, our experts recommend taking the time to deep clean your home prior to move-out to save about \$300 in cleaning charges.


# REMAINING RESIDENTS APPROVE MOVE-OUT


*(If Applicable)*


**To initiate a move-out request, unanimous agreement from all residents on the lease is required.**

If any current roommates plan to continue on the lease, kindly reach out to us by sending an email through the Marketplace Homes resident portal or [info@marketplacehomes.com](mailto:info@marketplacehomes.com) to fill out an occupancy change form. We'll assess the qualifications of each roommate choosing to stay on the lease and assist you in progressing with your intention to vacate.

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# NOTIFY UTILITY PROVIDERS


*(Required)*


**To prevent unforeseen charges after your move-out date, ensure to disconnect all utility accounts beforehand.** This includes water, gas, electric, trash, sewer, cable, internet, and more. We recommend reaching out to your utility providers ahead of time to avoid any extra deductions from your security deposit.


If your services are through Conservice, you do not have to do anything!


*\*Disclaimer. Unpaid utility bills managed by Marketplace Homes may be deducted from your security deposit.*

## Move-Out Checklist

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# FORWARDING ADDRESS


*(Required)*

**Please ensure you share your forwarding address with us (mandatory) and update it with the US Postal Service.**

It is highly recommended to submit a forwarding request at your local USPS office. You can accomplish this online through USPS for a \$1.10 fee or at your nearby post office for free. For step-by-step instructions, please click [here](#).

## Move-Out Checklist

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 Complete move-out

# COMPLETE MOVE-OUT

*(Required)*

**Remember to leave your keys as instructed by your Marketplace Homes property manager on move-out day.**

We'll provide you with a lockbox and its code for a secure key return. After placing the keys inside, take a photo and submit it via your resident portal or email it to [info@marketplacehomes.com](mailto:info@marketplacehomes.com).

*\*Disclaimer. Failing to leave all keys may result in additional deductions from your security deposit. Other keys, like gate keys, garage remotes, or mailbox keys, can be left in the cabinet or drawer near the kitchen sink.*



# Congratulations on completing your move-out successfully!

✓ Submit notice of intent to vacate

✓ If applicable, remaining Residents approve move-out

✓ Notify utility providers

✓ Forwarding address

✓ Complete move-out




# Post Move-Out



No need to worry; we are committed to quickly processing the return of your security deposit. For more information, continue reading.

## Post Move-Out

 Move-out inspection

 Summary on Deposit Accounting

 Security deposit

# MOVE-OUT INSPECTION


**Upon completion of the move-out process, Marketplace Homes will conduct an inspection during the initial week following your scheduled move-out date.** The inspection date will be coordinated by us with our inspector, and we will notify you via email closer to your move-out date, specifying the date and time. Throughout the inspection, we will meticulously assess the property, capture photographs, and compare the current condition to your move-in checklist to distinguish standard 'wear and tear' from excessive wear and tear and/or damage.

Standard wear and tear refers to the inevitable physical deterioration resulting from regular usage of a property. You will not incur charges for standard wear and tear, as the routine maintenance is the responsibility of the property owner.

However, should you or your guests cause damage to the home, its contents, or accelerate the wear of items such as carpet, floors, or fixtures beyond their anticipated lifespan, the expenses for necessary repairs will be deducted from your security deposit. For guidance on maximizing the return of your security deposit and distinguishing between standard wear and tear versus excessive wear and tear or damage, please refer to Section III.

## Post Move-Out

 Move-out inspection

 Summary on Deposit Accounting

 Security deposit


# SUMMARY ON DEPOSIT ACCOUNTING


**Following a thorough move-out inspection, Marketplace Homes will furnish you with a Deposit Accounting Statement.** This statement details your initial security deposit contribution along with itemized deductions for repairs, cleaning, lost keys or remotes, and/or overdue rent. The timeframe for delivering this statement varies by state; for additional information specific to your location, kindly click [here](#).


Itemized Damages		MARKETPLACE HOMES	
123 Main St, Plymouth, MI 48170			
Property	Tenant	Forwarding Address	Walk Through Date
123 Main St, Plymouth, MI 48170	Bob Smith	456 Wing St, Plymouth, MI 48170	January 16th, 2024
			Move Out Date
			January 7th, 2024
<b>Tenant Credits</b>			
Security Deposit			\$1,975.00
Other Credit			\$0.00
Total Credit			\$1,975.00
<b>Damages</b>			
Rental Arrearage			\$598.33
Total Charges			\$598.33
<b>Amount Owed to Tenant</b>			
			\$1,376.67
<b>Amount Owed to Landlord</b>			
In accordance with your lease agreement, your security deposit has been processed for refund/forfeit. The table above contains the details.			

*\*For illustrative purposes only. Charges vary by home, location, and season*

## Post Move-Out

 Move-out inspection

 Summary on Deposit Accounting

 Security deposit

# SECURITY DEPOSIT

MARKETPLACE HOMES REFUNDS YOUR SECURITY DEPOSIT (IF APPLICABLE)

**Upon the issuance of a Deposit Accounting Summary by Marketplace Homes, any remaining funds (if applicable) from your security deposit will be electronically deposited into the primary resident's designated bank account through ACH.** Marketplace Homes generally processes the return of the remaining deposit balance within 30 days of your official move-out date, with an additional 3–7 days for the transaction to reflect on your bank statement. State deadlines may vary, and for specific return of deposit deadlines by state, please click [here](#).

*\*Disclaimer. To avoid any delays in the return of your security deposit, please provide accurate bank account information and ensure your forward mailing address is on file with Marketplace Homes. ACH deposits cannot be split into multiple accounts. Timelines (above) are for illustrative purposes only and vary by state.*



# Maximize Your Return



Residents frequently inquire about ways to enhance the return of their security deposit. Our response: ensure the property is left in the same (or even better!) condition as it was during the move-in. Continue reading to understand how we differentiate between standard wear and tear and actual damage.

## Maximize Your Return



Wear and tear vs. damage



Cleaning



Painting



Trash and personal item removal



Carpet and floor cleaning

# WEAR AND TEAR VS. DAMAGE

## WHAT'S THE DIFFERENCE BETWEEN STANDARD WEAR AND TEAR AND DAMAGE?

Standard wear and tear encompasses the inevitable physical deterioration of a property resulting from regular use. Residents will not incur charges for standard wear and tear, as routine maintenance falls under the responsibility of the property owner. However, charges may apply for excessive wear and tear and/or damage that typically necessitate additional expenses for repair, extra labor effort, or result in a diminished property value. Depending on the extent of excessive wear and tear and/or damage, a resident may forfeit a portion or the entirety of their security deposit.

# Maximize Your Return



Wear and tear vs. damage



Cleaning



Painting



Trash and personal item removal



Carpet and floor cleaning

## HOW IT WORKS

Once a resident vacates a Marketplace Homes property, Marketplace Homes conducts a thorough move-out inspection of the home to evaluate standard wear and tear versus damages.

- A comparison is made between the initial move-in checklist and the move-out inspection to identify any excessive wear and tear or damage.
- An itemized list of charges planned to be deducted from the deposit is provided in the Summary on Deposit Accounting.
- The difference in amount (original security deposit minus any expenses) is sent to you.

## MOST COMMON SECURITY DEPOSIT CHARGES

	2 Bedroom	3 Bedroom	4 Bedroom
Deep cleaning	\$295-\$400	\$330-\$500	\$365-\$550+
Painting	\$260-\$1,180	\$295-\$1,435	\$330-\$1,690
Trash or clutter removal	\$200+	\$200+	\$300+
Carpet and floor cleaning	\$185-\$235	\$265-\$400	\$400+

*\*Labor and materials vary greatly by home, location, and seasonality. These cost estimates are for illustrative purposes only and should not be relied upon.*



# Maximize Your Return



Wear and tear vs. damage



Cleaning



Painting



Trash and personal item removal



Carpet and floor cleaning

## MOVE-OUT TIP

Our team of experts also recommend changing furnace filters, light bulbs, and smoke detector batteries to ensure a full refund after move-out.

## WEAR AND TEAR VS. DAMAGE

*\*The list is not exhaustive and is for illustrative purposes only. Every home is subject to a case-by-case review and a comprehensive move-out inspection by Marketplace Homes.*

Wear and tear	Damage
Loose or stubborn door lock	Broken or missing key or lock
Loose door hinges or door handles	Damage to door from forced entry
Worn carpet in high traffic areas	Torn, badly stained, or burned carpet
Carpet seams coming unglued	Rust and oil stains or carpet pulled out from baseboards
Scuff marks on wood floors	Deep scratches or indentations in wood floors
Countertop is worn	Countertop has burns, chips, or deep scratches
Faded, chipped, or cracked paint	Mismatched paint or wrong sheen, or paint over poorly patched holes
Plaster cracks from settling	Holes in walls or doors
Loose wallpaper	Ripped or marked wallpaper
Faded curtains or blinds	Missing or torn curtains/blinds
Sticky windows	Broken windows
Small nail holes in walls	Large drywall anchor or screw holes
Toilet runs or wobbles	Broken toilet seat or tank top

# Maximize Your Return



Wear and tear vs. damage



Cleaning



Painting



Trash and personal item removal

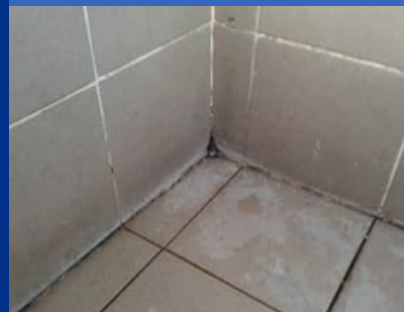


Carpet and floor cleaning

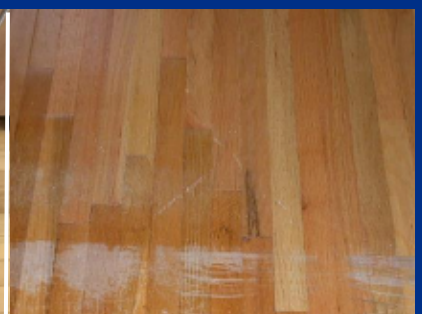
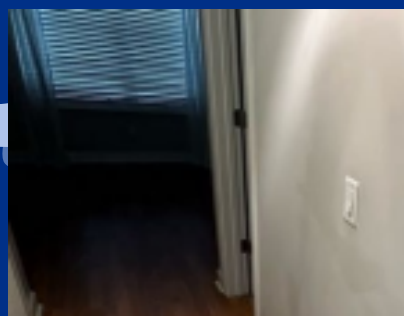
## WEAR AND TEAR VS. DAMAGE

In the images presented below, those on the left depict items affected by regular wear and tear, while those on the right display instances of significant damage. Please note that this list is not comprehensive, and each home undergoes an individual case-by-case assessment. Our aim is to offer clarity on these two aspects, and the provided examples are for illustrative purposes exclusively.

Normal wear and tear



Damage



## Maximize Your Return



Wear and tear vs. damage



Cleaning



Painting



Trash and personal item removal



Carpet and floor cleaning

## CLEANING

Neglecting to restore the home to its initial cleanliness upon move-out may result in incurring a deep cleaning charge.

Our stringent deep cleaning standards adhere to a meticulous checklist, covering areas such as moving and cleaning beneath large appliances, windows, blinds, walls, vents, highlighted fixtures/fans, baseboards, garages, inside of the oven, trash disposal, and more.

If we find that the home doesn't meet the cleanliness standard from your move-in, we'll need to arrange for a redo and charge accordingly. Many residents prefer the convenience of letting Marketplace Homes manage the deep clean, ensuring the associated cost is seamlessly deducted from their security deposit.

Typically, a \$350 charge is applicable for a 2,000 sq ft home.

## Maximize Your Return



Wear and tear vs. damage



Cleaning



Painting



Trash and personal item removal



Carpet and floor cleaning

## PAINTING

An additional charge may be subtracted from your security deposit in the presence of scuff marks, extensive or grouped nail holes, anchor screw holes, mismatched paint colors, textures, sheens, or paint covering a poorly patched hole.

We advise against attempting paint touch-ups and suggest letting us manage it. Engaging in paint corrections may lead to an expanded scope of work, with the resident bearing the associated costs. This encompasses issues such as improper paint or color use, hole filling, paint touch-ups, or complete repainting of walls or rooms.

Differentiating between standard wear and tear and damage for paint-related charges undergoes a thorough case-by-case evaluation conducted by Marketplace Homes.

## Maximize Your Return



Wear and tear vs. damage



Cleaning



Painting



Trash and personal item removal




Carpet and floor cleaning


## TRASH AND PERSONAL ITEM REMOVAL


Not clearing out all trash and personal belongings during your move-out may lead to a deduction from your security deposit. To prevent extra charges, kindly ensure the removal of all trash and personal items upon vacating.


The expense for trash removal varies based on the market and depends on factors such as the type of items left (e.g., large furniture versus smaller personal items), the number of rooms, square footage, and location.


## Maximize Your Return

 Wear and tear vs. damage

 Cleaning

 Painting

 Trash and personal item removal

 Carpet and floor cleaning

## CARPET AND FLOOR CLEANING

Marketplace Homes strongly recommends professional cleaning for all carpeted surfaces after a resident's departure. If there was a pet in the home, an additional pet treatment is advised to prevent potential charges for lingering odors or stains.

While you have the option to handle carpet cleaning at your expense, it's crucial to entrust this task to a professionally licensed company. Although most vendors align with our standards, any failure to meet them or damage beyond cleaning might result in Marketplace Homes withholding funds from your security deposit for cleaning or repairs. DIY rental carpet cleaning machines are not considered acceptable substitutes, so it's essential to hire a reputable company.

The cost of carpet and floor cleaning varies by market, depending on factors like the number of carpeted rooms, square footage, and location. On average, the cost for a Marketplace Homes resident is approximately \$350 per home with four rooms featuring carpet.

# FAQs



We're here to assist whenever you need support!

Explore the most commonly asked questions below or reach out to us for further assistance.

# FAQs

## **WHEN CAN I EXPECT MY SECURITY DEPOSIT BACK?**

Marketplace Homes diligently follows all local guidelines when it comes to handling security deposits. Click [here](#) to see the timing in your state. *It is mandatory* that we have a forwarding address in order to provide you with information regarding your security deposit. If you did not provide one on your notice to vacate, please contact Marketplace Homes.

## **WHEN DO I NEED TO PROVIDE A NOTICE TO VACATE?**

Marketplace Homes requires the state minimum requirement for your notice to vacate. Typically, that is 30 days, but this varies depending on state and lease term.

## **WHAT IF I DON'T HAVE A LOCKBOX?**

If you have yet to receive a lockbox and your move out date is within the next 24 hours, please reach out to Marketplace Homes as soon as possible so we can address what to do with the keys. Please inform Marketplace Homes if the lockbox is not working. We will need this on the door with the keys in order to gain access to the home. If the lockbox is not on the door, a \$250 fee will be assessed.

## **WHAT SHOULD I SET THE THERMOSTAT AT?**

In the winter months, please leave the heat on in the home at 65 degrees. In the summer months, please leave the A/C on at 74 and turn the fridge down to a lower temperature.



# FAQs

## **WHAT DO I DO ABOUT UTILITIES?**

If the utility account is in your name, you will want to have them shut off after you have moved out. The owner is also typically responsible for transferring them back into their name the day after you move out. If your services are through Conservice, you do not have to do anything!

## **CONTACT US**

If you still have questions, we encourage you to contact us for additional help or support.

Contact us through your Marketplace Homes Resident Portal, by emailing [info@marketplacehomes.com](mailto:info@marketplacehomes.com) or by calling us 800.331.0646. We're happy to help!