



MOVE OUT INFORMATION PACKET

WHAT'S INSIDE?



FAQS

YOUR GO-TO GUIDE FOR MOVE-OUT. EVERYTHING YOU NEED TO KNOW ABOUT LEAVING THE GREEN ON CAMPUS DRIVE, ALL IN ONE PLACE.



DAMAGE CHARGE LIST

A CLEAR, TRANSPARENT BREAKDOWN OF POTENTIAL CHARGES SO THERE ARE NO SURPRISES AT MOVE-OUT.



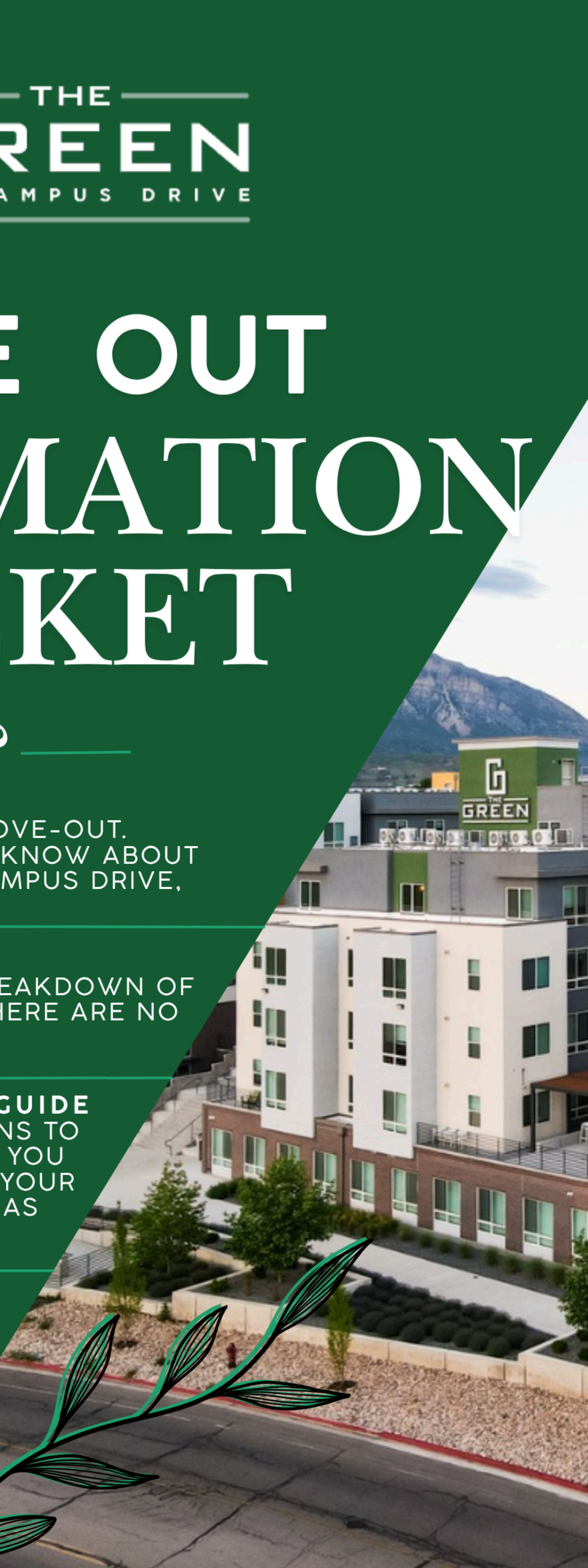
FORWARDING ADDRESS GUIDE

STEP-BY-STEP INSTRUCTIONS TO UPDATE YOUR ADDRESS SO YOU DON'T MISS MAIL AND GET YOUR DEPOSIT BACK AS QUICKLY AS POSSIBLE.



CLEANING CHECKLIST

YOUR MOVE-OUT CHEAT SHEET TO MAKE SURE YOUR APARTMENT IS CLEAN AND READY-HELPING YOU AVOID ANY CLEANING CHARGES.



DAMAGE CHARGE LIST

We want to keep things transparent. Below is a list of common charges that may be applied at move-out if damages or cleaning issues are found. This is not a comprehensive list but merely a helpful guide.

CLEANING & TRASH

Cleaning (Common Area).....	\$150+
Cleaning (Bedroom).....	\$150
Trash Removal (Anything left in Unit)....	\$250 per bag

APPLIANCES

Replace Microwave.....	\$350
Replace Fridge/Freezer.....	\$950+
Replace Washing Machine	\$650+
Replace Dryer.....	\$650+
Replace Dishwasher.....	\$650+
Replace Stove.....	\$ \$1,000+
Replace Television.....	\$500+

MISCELLANEOUS

Smoke Detectors.....	\$65
Fire Extinguisher.....	\$250
Blinds Replacement.....	\$150+

KEYS & ACCESS

Bedroom Key.....	\$15
Keyfob.....	\$75
Mailbox Key.....	\$45

DOORS, WINDOWS, & EXTERIOR

Replace Indoor Doors.....	\$350
Replace Outdoor Doors.....	\$550
Broken Windows.....	\$550+
Window Screens.....	\$35

IMPORTANT NOTE

These are estimated costs based on typical repairs and replacements. Pricing may vary depending on market conditions and the extent of damage. This list is intended as a general guide and does not represent a full inventory of potential charges.

PAINT & WALLS

Full Paint (Common Area).....	\$500+
Full Paint (Bedroom).....	\$400+
Touch Up Paint (Common Area).....	\$150
Touch Up Paint (Bedroom).....	\$150
Holes in Wall.....	\$150+
Sheetrock Damage.....	\$150+

FIXTURES & INTERIOR ITEMS

Light Fixtures.....	\$110 each
Mirrors.....	\$150 each
Towel Bar & Hooks	\$50
Shower Curtain Rod.....	\$80
Shower Head.....	\$80
Replace Cabinet Doors.....	\$250 each





MOVE OUT FAQS

Move-Out FAQ – The Green on Campus Drive

We know move-out can be hectic, so here's everything you need to know to make it as smooth as possible:

When does my lease end?

Your lease ends **July 23rd, 2026 at 12:00 PM (noon)**.

What if I'm not out by then?

If you haven't fully moved out and returned your keys by noon, you may be charged additional fees and are considered trespassing.

When my apartment is inspected, what will staff be looking for?

We will be inspecting for unit damages, cleaning concerns, and personal items left behind. For your convenience, we have attached a list of cleaning tasks that must be completed before submitting your keys to management.

How do I return my keys?

You have a couple options:

- Drop them off at the leasing office during business hours:
 - Monday–Friday: 9 AM – 5 PM
 - Saturday: 10 AM – 2 PM
- After hours: place keys in an envelope with your name + unit/room number and put it in the white drop box outside the leasing office main door.
- Do **NOT** leave them in your apartment or with another resident.

If I move out early, do I still have to pay rent?

Yes. Your lease is a binding contract, so rent, utilities, and all fees outlined within the lease are due through your lease end date.

How and when do I get my security deposit back?

- Your deposit will be mailed to your forwarding address you list through your Resident Portal account.
- Make sure the forwarding address is updated before you move out
- Processing + mailing can take up to 30 days after move-out



MOVE OUT FAQS



When are keys due?

No later than **12:00 PM on July 23rd, 2026.**

What should I do about my mail?

Set up mail forwarding with USPS before you move:

<https://moversguide.usps.com/mgo/disclaimer>

We do **not** forward mail or packages.

Will there be carts to help me move?

Maybe—but don't count on it. We recommend planning to move without relying on a cart offered by the leasing team. If there is a cart or dolly available, you will be required to leave an ID with our staff as collateral to ensure that the carts are returned.

Do my guests need parking passes during move-out?

- No towing from 7/20/26 – 8/1/26
- Outside of those dates, visitors must have a pass or risk towing

Where can people park while helping me move?

- Any legal, lined parking spot
- No parking in handicap spots without a permit
- No parking outside of marked spaces
- No parking with 'Reserved' or 'Future Resident Parking' Stalls

When does my parking pass expire?

July 23rd, 2026 at 12:00 PM

Can I use my deposit as last month's rent?

No. However, if you leave a balance, your deposit will be applied toward what you owe. If the amount owed is greater than the refundable deposit amount your account will be sent to collections after 30 days.

What if there are damages?

- **Bedroom:** You're only responsible for your own room
- **Common areas:** Charges are split evenly among all roommates

MOVE OUT FAQS

Do I need to clean before I leave?

Yes. Your apartment must be:

- Completely empty (no personal items)
- Free of trash
- Cleaned according to the move-out checklist
- Failure to do so will result in charges.

What if I don't return my keys?

You'll be charged a lost key fee. Please see the associated fees under the charges list page.

Do I need to cancel utilities?

Nope—you're all set. Utilities were never in your name.

What if I leave something behind?

Items of value will be held for **30 days after move-out**, then disposed of.

Will I get a final utility bill?

Yes, you'll receive a final charge for your last month.

What do I do with my trash?

- Use the **roll-off dumpsters** on site
- Do NOT leave trash in hallways (cameras are monitored)

Can I leave trash in my apartment?

No. You'll be charged per bag left behind.

What happens if I still owe money after move-out?

You'll receive a final statement. If unpaid, your account will be sent to collections after **30 days**.

Can I stay past my lease end date?

Unfortunately, no. If keys aren't returned by noon on July 23rd, 2026, additional charges will apply.

MOVE-OUT CLEANING CHECKLIST

A clean apartment helps you avoid cleaning charges and ensures you get your deposit back!

The Move Out Cleaning Inspection is a 'white glove' cleaning check! This is not a comprehensive list but merely a helpful guide.



LIVING ROOM

- Deep clean all furniture (couch, chair, tables, tv)
- Wipe down all surfaces
- Clean inside of drawers/cabinets/underneath seat cushions
- Dust all surfaces, including baseboards, blinds, air vents and windowsill
- Sweep and mop all floors
- Clean scuffs off walls
- Remove all personal items and trash



BEDROOMS

- Deep clean all furniture (desk, chair, armoire/dresser drawers, nightstand, bedframe, mattress)
- Wipe down all surfaces
- Clean inside of drawers/cabinets/underneath the bed
- Dust all surfaces, including baseboards, blinds, air vents and windowsill
- Sweep and mop all floors
- Clean scuffs off walls
- Remove all personal items and trash



KITCHEN

- Clean inside and outside of fridge and freezer (remove all food and wipe down all surfaces including the top of the fridge. Ensure ice build up is removed from freezer.)
- Clean inside and outside of oven and stovetop
- Clean inside and outside of microwave
- Clean inside of dishwasher (remove any debris and all dishes)
- Wipe down countertops and backsplash
- Clean inside and outside of all cabinets, drawers, and pantries (remove all personal items and ensure no streaks are left on fronts of cabinets/drawers)
- Clean inside of sink and garbage disposal (remove any debris and dishes)
- Dust all surfaces including baseboards and air vents
- Sweep and mop all floors
- Clean scuffs off walls
- Remove all personal items and trash



BATHROOMS

- Clean and disinfect toilet (inside, outside, and behind).
- Clean and disinfect shower/tub. Walls, shower head, and outside.
- Remove all hard water stains and soap scum from surfaces.
- Clean and disinfect sink and countertops.
- Clean mirrors.
- Clean all cabinets and drawers (inside and outside, remove all personal items and ensure no streaks are left on fronts of cabinets/drawers)
- Wipe all fixtures (faucet, handles, towel bars, air vents, and
- Sweep and mop all floors
- Clean scuffs off walls
- Remove all personal items and trash



WINDOWS, DOORS, & WALLS

- Wipe down interior window sills
- Ensure window screens are in place
- Clean mirrors and glass
- Wipe down all doors and door frames
- Wipe down all light switches and outlets
- If you have any stickers on your windows, mirrors, walls, or ceilings, they must be removed
- All walls must be their original paint color.



DINING AREA

- Wipe down dining table and chairs
- Clean all surfaces
- Dust all surfaces including baseboards and air vents
- Sweep and mop floors
- Remove all personal items and trash



- This is a white glove cleaning check and will be taken seriously during the inspection process. Your unit must be completely empty (no personal items or trash left behind)
- Clean according to this checklist to avoid cleaning charges
- Check for any damage and report it
- All original furniture must be clean and accounted for.
- All borders, wallpaper, curtains, shades, self-adhesive hooks, etc. must be removed.
- Return all keys and fobs by the due date
- Do not let your roommates leave you with a mess. Make sure you work together to clean common areas.
- Take your time and do it right!

HOW TO UPDATE YOUR FORWARDING ADDRESS



THIS IS ESSENTIAL!

This is where your security deposit check will be sent, so it is crucial that it is listed correctly through the Resident Portal account.



You still need to update your forwarding address with USPS (see FAQ page for the link). The Green on Campus Drive does not forward packages or mail

To set up a forwarding address for your security deptsit, log onto your resident portal at redmountain.residentportal.com. After logging in, you will see your move out checklist.

1



Click on the **“Review/Edit”** line of text and then enter the address that you would like your security deposit to be sent to, if you have money that can be sent back.

Move Out

You have 3 / 3 completed.

Item	Status
Provide your forwarding address	Review/Edit
Move-out survey	Complete
Sign lease termination document	Complete

2



Press the **“Save Address”** button. While you’re there make sure you pay any remaining balance on your account as well!

Provide your forwarding address

Address Line 1

123 Main Street

Address Line 2

Apt 4B

City

Phoenix

State

AZ

Zip Code

85001

Save Address



IF YOU DO NOT COMPLETE THIS STEP, IT WILL DRAMATICALLY DELAY THE SPEED OF YOU RECEIVING YOUR DEPOSIT. PLEASE CONTACT THE OFFICE AS SOON AS POSSIBLE IF THIS HAS NOT BEEN UPDATED.

