



Important Move Out Information

Dear Tenants and Guarantors,

This is the second in a series of emails regarding “Move-Out” procedures, to ensure a smooth process for your departure from your home.

Below are some important points to keep in mind as many look to return home for the summer before their leases end in August.

Your Security Deposit Return

The Landlord (ARPM) is required by law to mail your security deposit to the tenants on the lease within 30 days of the Lease-End Date. This Lease-End Date can be found on the front page of your lease. Please note that surrendering your keys to the office prior to the Lease-End Date does NOT constitute an acceptance by the Landlord for an early end to the lease.

Your security deposit check, made out to ALL tenants on the lease (unless other arrangements have been coordinated with our office*) will be mailed to the forwarding address that was provided at the time the keys were surrendered.

*If your group would like the check to be made payable to one tenant, who will be responsible for cashing and distributing the check, please contact our office ASAP to request a Security Deposit Addendum. This addendum will be sent to all tenants on the lease for electronic signature. All tenants must agree and sign the form or else it is null and void. **Security Deposit Addendums must be signed and returned to the office no later than 8:00 AM on your Lease-End Date!**

After-Hours Key Returns

ARPM's office hours are M-F, 8:30 AM to 5:00 PM. If you should be unable to return your keys during this time frame, there is a procedure in place for you to do so after hours.

1. Please go to the ARPM Rental Office (456 E Beaver Ave, Suite 101, State College, PA 16801). This is the first door on your left after as you go down the hall past the elevators in the main lobby.
2. Please take a labeled envelope, and fill out the label with your:
 - a. Name
 - b. Building name/number and apartment number (if applicable)
 - c. Forwarding address
 - d. Phone number
 - e. Email address
3. When the key is secured in the envelope and all appropriate information is filled out, please drop your keys through the mail slot on the door. A member of our staff will pick up the dropped off keys, process the return, and issue a receipt ASAP.

Please be patient in waiting for your receipt because as we get closer to lease-end, the volume of key receipts to process is large and time consuming. If you have any questions regarding this process, please email clh@arpm.com.



Cleaning

As mentioned in the first email, cleaning your apartment thoroughly before departing is the best way to ensure a full return of your security deposit. At the end of this email, there will be link to our Move-Out Booklet, that contains tips on best practices that we have garnered throughout our time in property management.

If you opt to hire a company to professionally clean your apartment, please be sure a) they guarantee their work (if we are not satisfied, we can send them back to fix it without additional cost to you) and b) you submit your receipt to hsh@arpm.com no later than 8:00 AM on your lease-end date. For your convenience, you may also opt to use this [Move-Out Cleaning Receipt Submission Form](#) to submit your receipt.

All units that have carpeted flooring must have the carpet professionally cleaned. Please be sure this is the last thing you do; it is best to do this when it is certain no one will need to access the apartment before our inspectors arrive. Too often carpets are made dirty after cleaning, and it results in a charge against your security deposit to clean them again. If you need to use your apartment up until the lease-end date, it is a safer route to let us deduct the costs from your security deposit, as opposed to having to pay for the cleaning twice. Costs for cleaning carpets, as well as other cleaning costs, can be found at the end of the Move-Out Booklet. All carpet cleaning receipts must be submitted to hsh@arpm.com no later than 8:00 AM on your lease-end date. For your convenience, you may also opt to use this [Move-Out Cleaning Receipt Submission Form to submit your receipt](#).

Further Questions

Should you have any questions regarding your move-out, please do not hesitate to contact the office:

- Chat: arpm.com and click the speech bubble icon that appears in the bottom left corner
- Email: rentals@arpm.com
- Phone: 814-231-3333
- Or stop by in person to our office: 456 E Beaver Ave, Suite 101, State College, PA, 16801 (This is the first door on your left after as you go down the hall past the elevators in the main lobby.)

We sincerely hope you enjoyed your time with ARPM. We wish you best of luck in your future endeavors!

Additional Resources

[View our Security Deposit Webinar](#)

[View our Move-Out Booklet](#)

[View Additional Move-Out Information](#)