



ATTENTION RESIDENTS:

This notice is for all residents with leases expiring **July 31, 2025**. To help you prepare for the big move, we've put together some key information and a checklist of items to complete before your departure.

Visit www.quartersmove.com for full move-out details and resources, including optional services like **Express Checkout**, where we walk your apartment with you, and **Worry-Free Move-Out**, where you leave the cleaning to us!

IF YOUR APARTMENT IS FURNISHED, YOU WILL NEED TO MOVE ALL FURNITURE AWAY FROM THE WALLS, INTO THE CENTER OF EACH ROOM. FAILURE TO MOVE FURNITURE WILL RESULT IN \$100 FINE, PER ROOM

APARTMENT CONDITION UPON MOVE-OUT:

Your apartment must be returned in the same condition as when you moved in. You are responsible for any damage, including marks or holes in the walls, overall cleanliness, and condition, including appliances and furniture. *To make the process of assessing damage easier, we ask that you please leave your bedroom door unlocked.*

Please see the items below as a list of what we are checking after you vacate your apartment:

- **Floors:** Sweep/Mop all floors, dust off base boards.
- **Walls:** Please remove any nails, hooks, curtain rods, etc. Check areas behind beds and desks, as these can become dirty over time. Cleaning these areas can help reduce paint charges.
- **Paint:** QOC uses a custom paint color that cannot easily be matched. Touch up paint may be purchased for \$55. Please understand this is only intended for small touch ups. Final assessments are based on the overall condition of the walls at move-out. Purchasing touch up paint does not exempt you from potential paint charges.
- **Windows:** Clean windowsills of dirt, dust and debris. We also look for bent, missing, or torn blinds/screens.
- **Fans and Vents:** Dust off all ceiling fans and air vents in both common areas and bedrooms.
- **Bathroom:** The tub, shower, toilet, sink, and fixtures need to be cleaned thoroughly. The floor should be mopped, and the counter and cabinets wiped down. Don't forget to remove the shower curtain and hooks.
- **Kitchen:** All appliances should be cleaned and emptied of any residual food. Be sure to clean the inside and outside of the refrigerator, stove, oven, microwave, and dishwasher. These appliances are often forgotten, and the cleaning charges for these items add up quickly. Do not forget your washer and dryer...empty the dryer's lint trap! The floor should be mopped, and the counter and cabinets emptied and wiped down.
- **Trash:** Anything left in the apartment is considered trash and will be billed accordingly. Take all the trash to the trash rooms. Do not leave any items in the apartment or outside the front door. If we remove any trash, boxes or unwanted items from your apartment, your account will be charged \$35+ per bag. Larger items will be billed based on the size of the item. This is the area that we notice

the highest amounts of charges for people moving out. Please take **everything** from the apartment with you. Trash-out charges can double or even triple your Final Account Statement very quickly.

- **Electrical Plate Covers** - Missing or damaged.
- **Furniture**- All furniture needs to be wiped down and free of debris. Drawers need to be empty and clean.

The Move Out Walk Sheet we use to assess move out charges is available to view online www.quartersmove.com. Any applicable charges on that page will be added to your Final Account Statement and will be due within 60 days of the lease expiration. Any common area charges will be divided by the number of leases in the apartment, and all bedroom charges will be split by the number of leases in the bedroom. Please feel free to contact the Leasing Center if you have any questions!

IF YOU PLAN TO MOVE OUT EARLY:

A few things to remember if you are planning to move out earlier than the expiration date on your lease contract:

- The electricity in your apartment **must** remain in your name until the lease contract expiration date. You can schedule disconnect date for July 31, 2025, ahead of time.
- You are liable for all water bills, recurring fees, and your monthly rental installment through July 31.
- You are still liable for any damage caused before the lease contract's expiration date.
- If you have AutoPay set up on your payment portal, please remember to disable it before August
- If all roommates in the apartment are moving out early, this is a great opportunity to sign up for an Express Checkout!

FINAL MOVE OUT STEPS:

Keys: To finalize your account with The Quarters on Campus, you must **TURN IN ALL KEYS** you received at move in and throughout the year to the Leasing Center. The keys include a Key Fob that is used on your front door, bedroom key (one-bedroom units in Grayson and Nueces Houses will not have bedroom keys), mailbox key and parking tag (if applicable). **All keys must be turned in together.** The deadline to turn in keys is **August 1, 2025, at 12:00 PM**. Any keys received after that time will be charged as keys not returned. We will have a drop box available at the Leasing Center if you need to turn in your keys after hours on July 31.

****PLEASE BE ADVISED** Your key fob is programmed to expire at midnight (12:00am) on July 31, 2025 .** After that time, it will no longer grant access to your front door, the building, or the Leasing Center.

Key charges are as follows:

Key Fob: \$50

Bedroom Key: \$25

Mailbox Key: \$25

Parking Pass (if applicable): \$35

- When you return your keys to the Leasing Center, you will be given a key return envelope to fill out. You will be asked to provide a **U.S. forwarding address** on the envelope. This is where we will mail your **Final Move Out Statement** and any **deposit refund** (if applicable). The Final Move Out statement is an itemized summary of your final charges and will be mailed and emailed within **30 days** of your lease end date.

- If someone else is turning in your keys for you, please ensure they have your correct forwarding address and all keys. We cannot verify the accuracy of the addresses provided. Missing or incorrect information is the most common reason for delays in receiving your statement or refund.

Electric Account and Renter's Insurance: It is your responsibility to cancel/disconnect these services. The Quarters on Campus will not reimburse for electric used, or insurance carried over your move out date. Contact the City of Austin Utility Company to schedule a disconnect date of July 31 ahead of time.

Mail: Be sure to set up mail forwarding through USPS at www.usps.com (or in person at any USPS location) to avoid missing important documents, bills, or packages. This also helps protect your personal information and gives you time to update your address with banks, subscriptions, and others. It's quick, easy, and ensures your mail follows you to your new place! *This only applies to USPS, please make sure you update your address on all other delivery sites as well.

Final Water Statement: Your final water bill should be posted to your account in early August. Because the billing cycle does not align with the calendar month, this will show as two bills. One being the last full cycle, and then the pro-rated number of days through July 31. This amount will be automatically deducted from your deposit. You will have access to your resident portal until all fees are posted and taken care of, so you are welcome to log in and pay it before your Final Move Out Statement is processed, if you prefer. *Note: resident portals will be temporarily de-activated while move out charges are posted.

Final Balance: All final balances must be paid within **60 days** of your lease end date. Accounts with unpaid balances will be turned over to a **third-party collection agency**, and both the leaseholder and guarantor may be reported to the **credit bureaus**. Any move out charges will be listed in your Final Move Out Statement. Disputes need to be sent in writing to moveout@quartersoncampus.com by September 30, 2025. This information will also be listed on the Final Move Out Statement.

Please know that we welcome all questions you may have about the move-out process or anything regarding your lease contract. We want to thank you for your cooperation in the move-out process, and trust that your stay with us has been an enjoyable one. It has been a pleasure having you as a resident with The Quarters on Campus. We offer our best wishes to all of you in the future!

Thank you,
The Quarters on Campus
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