



MOVE-OUT FAQ's

Q. When can I expect to receive my refund?

A. Pursuant to A.R.S. §33-1321 (D), we have 14 business days from receiving possession of the property, to mail you an accounting of your deposits to your last known address. The first day begins the day after you return the keys to us. For example, if you turn your keys in on January 2nd, day 1 would be January 3rd, and so on, for 14 business days (not including weekends and holidays).

Q. What charges can I expect against my deposit?

A. You will be charged for carpet cleaning, black light test (if applicable), a *minimum* one-hour detail cleaning and any repairs needed to the property. If additional cleaning and repairs are needed, the amount of your refund will decrease. We will also use your deposit to pay off any balances forward on your ledger.

Q. Will I have to pay the full rent amount for the last month?

A. Only if you are staying in the property until the end of the month or are in a lease that extends past the end of the month. However, if you are moving out on the 15th, then you are only responsible for fifteen days of rent, provided you have given sufficient notice and are not in a lease. You are responsible for all charges up until your lease expires regardless of what date you vacate the property.

Q. My rent is automatically withdrawn from my account. Does this mean a full month's rent will be charged?

A. Yes, unless you notify us in writing prior to the 1st of the month, your rent will continue to be automatically withdrawn from your account. Pursuant to your Bank Draft Authorization, cancellation of the automatic withdrawal MUST be submitted in writing.

Q. How will I get my money back after paying a full month's rent?

A. We will calculate your payment when we figure your deposit accounting, and if you are due a refund, it will be mailed pursuant to A.R.S. §33-1321 (D).

Q. I Volunteered a Month Ahead (VMA). How does this figure into my accounting?

A. If you are not breaking a lease you may request, in writing, that this be applied to your last month's rent. If your VMA has not been applied, it will be calculated with your final deposit accounting.

Q. I am moving out in the middle of the month, when is my rent due?

A. Even if you only have to pay pro-rated rent, pursuant to your Lease Agreement, rent is always due on the 1st of the month. Any rent not paid by the morning of the 4th, will be subject to late fees and rent not paid by the 6th, will cause a 5-day Notice to Pay or Quit to be processed, which will cause additional charges against your deposit.

Q. What do I do if I have questions regarding my accounting after I receive it?

A. We ask that any questions, comments or disputes are put in writing, and they will be researched and responded to, in writing. This is so we may provide documented information to the property owner, as well as keep documentation in your file in case of future questions.

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