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**FOR ALL MOVEOUT TYPES  
FOLLOW THE 8 STEPS  
BELOW**

1. Move out of RM as of day keys are found or received – do not add accelerated rents to ledger.
2. Walk unit, check for damages, take pictures
3. History/Notes, upload pictures to "PICTURE" category
4. Move Resident out of Utility provider, Multifamily or ZEGO for final utility usage charges
5. Transaction Tab – add all damages to DAMAGE code and add final utilities charges (water/sewer) to ledger.
6. Go to User defined field – add Reason for Moving
7. Add Forwarding address and click default
8. Determine the type of move out, pick correct procedure

2

**Lease Fulfilled**

Leaving at the end of the lease or mid-lease to transfer within Denizen Communities. Also includes Month to Month move out

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**LEASE FULFILLED – SODA**

**Charge:**  
**If Lease is fulfilled but notice is insufficient -For any notice that is less than 60 days or 30 days MTM,**

**EARLY** – Early Move Out Fee: equal to one month's rent (**NOTICE** is code for IN)

4

Print, mail and email **SODA Letter** from RM. Attach the Letter to History/Notes – Move Out Statement

**Lease Default**

Resident who skips out, evicted, lease violation, death or Resident who does not fulfill terms of BUY OUT.

**LEASE DEFAULT – SODA**

**Charge:**  
**EARLY** – Early Move Out Fee: equal to one month's rent (**NOTICE** is code for IN)

**TURN** – Early Turn Fee: equal to the exact cost of all turn expenses; Paint, Cleaning, Carpet Clean

Charge Back any concessions/discounts that have been issued. Use the same charge code, ie, LEASE, MILITA, MOVEIN, RELATE, RENEW, SENIOR, STUDEN, PREFER  
Ensure legal fees are charged if eviction.

**Buy Out**

Moving out on good terms by performing the lease buy out and paying all fees upfront

**BUYOUT** - Lease Buyout Fee: Equal to two month's rent

**Charge:**  
Charge Back any concessions/discounts that have been issued. Use the same original charge code, ie, LEASE, MILITA, MOVEIN, RELATE, RENEW, SENIOR, STUDEN, PREFER

Deposit will be returned, less any damages via the **BUY OUT Letter**

**NOTE:** The buyout fee **MUST** be paid prior to the move out date. Failure to do so voids their buyout agreement and the move out will be processed as a Lease Default

Print, mail and email the **Buy Out Letter**. Attach the Letter to History/Notes – Move Out Statement.

**Final Step**

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For all Move Outs, go to **General Tab**, locate the Security Deposit. For a traditional deposit, click the **Money Bag** icon. Find the **Bank Account** and click the correct bank. If they have current charges on their account, click **Auto Allocate**. If no current charges, click **SAVE. Complete Bad Debt Procedure.**

