HENDRICKS
REAL ESTATE

Move Out Guide

Last Updated 1/27/2026

We are sorry to be losing you as residents. Please carefully review this document to ensure a smooth move out process and receive a full refund of your deposit.

1. You have not relinquished your tenancy and responsibility for the property until you have surrendered the property to Hendricks Real Estate. Surrendering is defined as returning the keys to the property.

    a. Drop off all access devices keys, garage door remotes, pool keys, gate fobs, etc. and paperwork at 1901 Matthews Lane Austin, Texas 78745. Place the items in an envelope (Write the property address) and drop off with anyone at the front desk. Hendricks Real Estate Hours are 9a-5p Mon-Fri. There is also an after hours drop box at the street (Email support@512re.com indicating that you have surrendered the home).

2. All trash must be removed from the trash cans, and trash cans must be stored in the garage or back yard (not left at curb)

3. Utilities must remain on in your name until the last day of your lease, regardless of whether you surrender the property before the last day of your lease

4. Please refer to your Animal Agreement, if applicable, for specific requirements related to your pets. Most Pet Agreements require carpets to be professionally cleaned and a flea treatment completed, with appropriate documentation.

5. We complete move out inspections AFTER the property has been surrendered. This document lists what we inspect for, and the most common deductions that occur. Our goal is ALWAYS to refund 100% of your deposit.

6. A Deposit Disposition Statement, along with any refund (if applicable) will be sent to you within 30 days. The refund check will be made payable to all tenant(s) on the lease agreement. If you have a balance due, the balance must be paid within 30 days or the debt will be turned over to a collection agency. You must provide a forwarding address (via the Resident Portal) for us to process your deposit disposition.

7. Below is a helpful checklist of items to check before surrendering the property.
    a. Kitchen: Pantry shelves, cabinets and drawers cleaned. Any shelf liners removed. All items removed from fridge/freezer/dishwasher. All appliances cleaned, inside & out.
    b. Bathrooms: All surfaces thoroughly cleaned, including shower doors and walls, toilet base, sink basins, mirrors, etc.
    c. Floors: Sweep & mop wood floors, professionally clean carpets, mop linoleum/tile floors
    d. General Interior: Baseboards, shelves & built-ins wiped down. No cobwebs on walls or ceilings. The interior of all windows cleaned. Blinds, vents & ceiling fans dusted.
    e. AC Filters replaced. All smoke detector batteries in place & not chirping.
    f. All light bulbs in place and functioning.
    g. General Exterior: all trash/debris removed from yard, garage & storage sheds. Lawn mowed and trimmed. Garage & porches swept out.
    h. Paint: DO NOT TOUCH UP PAINT OR FILL/SPACKLE HOLES. Bad touch up & patch jobs often require repainting of entire rooms or houses. Normal wear & tear (small nail holes, 1-2 small scuff marks per room) will not be charged to your deposit.

8. This is a list of the Top 5 most common deposit deductions. Double check these items to ensure that you receive a full refund!
    a. Trash left in cans or trash cans left at street
    b. Cleaning does not meet standards. A deep clean or move out clean is much more thorough than a normal weekly or monthly maid service provides (see checklist above for typical move out clean items)
    c. Bad paint touch ups or holes spackled
    d. Pet Agreement requirements not satisfied (carpet cleaning/flea treatment)
    e. Missing or burnt out light bulbs

9. Afraid that move out will be busy and don't want to clean? Contact us at least 1 week before moving out and we can arrange to have the unit professionally cleaned. Costs typically range from $300-$450, depending on the size of the home and amount of work required. We just pass along the actual cost - no mark-ups.

10. If we have to coordinate any work at the property (other than a pre-notified cleaning as specified in Sec 9) that is charged to you, there will be a $150 administrative fee charged to your deposit for coordinating the work and re-inspecting the home.