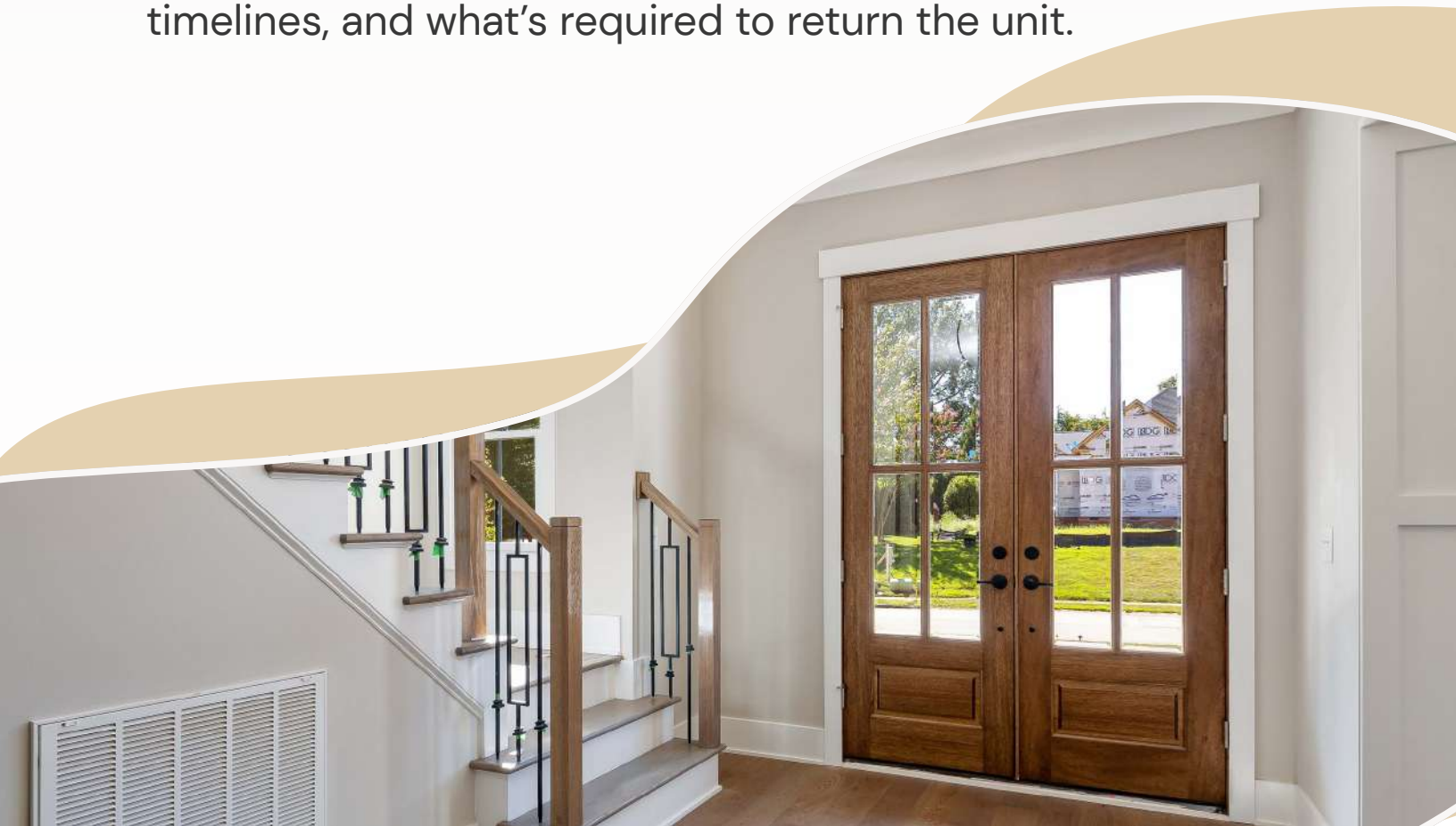




Preparing for Your Move-Out

This guide outlines the move-out process, key timelines, and what's required to return the unit.



A quick note from our team

We know that moving can feel busy, stressful, and full of details — especially toward the end of a tenancy.

Our goal during your move-out is to make the process as clear and straightforward as possible. This guide walks you through inspections, timelines, cleaning expectations, and final steps so there are no surprises.

If you have questions along the way, we're here to help. Clear communication and preparation go a long way in ensuring a smooth transition.

We appreciate your cooperation and wish you the best in your next home.

Sincerely,

The Landlord Team



MOVE-OUT PACKAGE OVERVIEW

This package outlines everything you need to know as your tenancy comes to an end.

Inside this package:

Click the links below to navigate to each page.

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*If you have any questions regarding the enclosed information, please contact your **Account Manager**.*



Understanding Your Notice & Timeline

Once your Notice of Termination (N9 or N11) has been submitted and confirmed, your move-out timeline is set.

Your tenancy officially ends on the final day stated in your notice. You remain responsible for the unit, utilities, and rent until that date — even if you vacate earlier.

If you plan to vacate earlier than your termination date, contact your Account Manager to coordinate move-out timing and inspection access.

Inspections

Pre-Vacating Inspection

A pre-vacating inspection may take place before your move-out date.

This inspection is used to identify potential maintenance, improvements, or upgrades. It is not a final condition assessment.

You will receive at least 24 hours' notice prior to the visit, and a representative will contact you to coordinate timing.

Move-Out Inspection

The move-out inspection takes place after the unit has been fully vacated and cleaned, typically the day after your tenancy ends.

During this inspection:

- The condition of the unit is reviewed
- Move-in photos and reports are compared to the current condition
- Any damage beyond normal wear and tear is documented
- All keys, fobs, access cards, and laundry cards must be returned



Preparing the Unit for Return

Your unit must be returned in a condition ready for immediate occupancy.

This means the unit must be:

- Clean
- Undamaged (beyond normal wear and tear)
- Completely empty

Please ensure the following areas are fully cleared:

- All rooms, balconies or patios
- Storage lockers, basements, sheds, or garages
- Bicycle storage areas

Remove all window coverings unless they were provided with the unit.

Plan your move accordingly to allow enough time for proper cleaning.



[VIEW MOVING CHECKLISTS](#)

If the Unit Is Not Left Ready



Cleaning

- The unit must be left in broom-swept condition. If not, cleaning will be arranged and charged accordingly.
- Cleaning fees range from \$110 to \$660 depending on the size of the unit and level of cleaning required.
- Items left behind (including garbage or furniture) will be removed at a cost of \$55 per hour, with a three-hour minimum.

Damage Beyond Normal Wear and Tear

Any damage beyond normal wear and tear will be assessed and charged accordingly.

This may include:

- Removal and disposal of debris
- Repairs to the unit
- Steam cleaning of stained carpets

Unpaid balances may be sent to collections and could impact your credit.

Utilities, Payments & Deposits

Utilities

If you are responsible for utilities, notify your providers of your move-out date.

You remain responsible for all utilities until the final day of your tenancy.

Ensure the following services are cancelled or transferred:

- Hydro
- Water
- Gas or oil
- Internet, cable, and phone

Rent & Payments

- Post-dated cheques on file will be returned in due course
- Pre-authorized debit withdrawals will be discontinued
- Recurring online bill payments **must be cancelled by you** after final payment
- Last month's rent deposit will be applied to your final month
- Any outstanding balance must be paid before your tenancy ends
- Key deposit refunds are issued only after all keys are returned and a forwarding address is provided

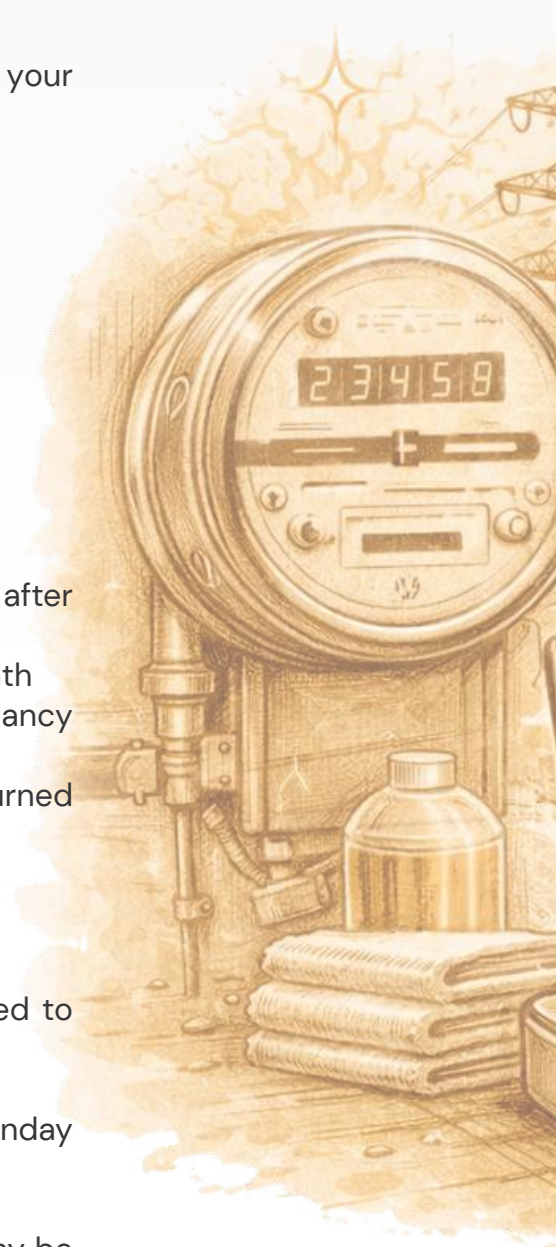
Showings & Re-Rental Process

If your unit is being re-rented, a Rental Agent will be assigned to market and show the property.

Showings may take place between 8:00 AM and 8:00 PM, Monday to Sunday, as permitted under the Residential Tenancies Act.

While we aim to provide as much notice as possible, there may be occasions where access is required on shorter notice. Access must be provided in accordance with the Residential Tenancies Act.

We encourage you to coordinate with the Rental Agent to identify suitable showing times. Most showings occur on weekday evenings and weekend afternoons.



Final Steps Before You Leave

Helping the Unit Re-Rent Faster

Your cooperation helps reduce the number of showings and speeds up the re-rental process.

To help:

- Keep the unit clean and presentable: well-maintained units show better and rent faster
- Be flexible with showings: accommodating requests increases the chances of securing a new tenant quickly
- Limiting access may extend the re-rental timeline and result in more showings overall
- You are not required to leave during scheduled showings, however, showings are often more successful when the unit is vacant. Prospective tenants typically feel more comfortable viewing the space freely, which often leads to faster leasing.

Wishing You Well

Thank you for your cooperation throughout your tenancy and during the move-out process.

We wish you all the best in your next home.



LANDLORD CLEANING CHECKLIST

☐	Clean stove, including oven, racks, and drip pans
☐	Wipe down hood fan, inside and out
☐	Clean refrigerator, inside and out
☐	Wipe out the inside of all cupboards and drawers, including medicine cabinet
☐	Wipe down all sinks, taps, and counters
☐	Clean bathtub, tiles, mirrors, and toilets
☐	Remove dust from light fixtures, windowsills, and ledges
☐	Wipe down walls, doors, and woodwork (remove dirt, marks, and fingerprints)
☐	Vacuum and mop all hard-surface floors
☐	Vacuum all carpeted areas
☐	Remove picture hooks, tape, stickers, and window coverings
☐	Remove all personal belongings, furniture, and garbage from the premises (basement, balcony/patio, shed/garage/storage locker).

LANDLORD MOVING CHECKLIST

☐	Notify Canada Post of your change of address
☐	Notify utility companies and other service providers of your change of address
☐	Arrange a moving company
☐	Provide your forwarding address and updated contact information to LandLord
☐	Schedule a move-out inspection with your Account Manager
☐	Return all keys and access cards to your Account Manager