



Dear Tenant,

Everyone at Metropolitan Real Estate would like to take this opportunity to thank you for your business and wish you the best as you move into your new property. We would like to take a moment to provide you with the process we follow when notified of your intention to vacate our property.

- **We require your new forwarding address – this will be used to process the final move out documents**
- **Please verify the correct email address which is associated with your online banking so that we can process any security deposit or additional funds that are being returned to you in a timely fashion.**

We ask that all keys be returned to Metropolitan Real Estate by the final day of your lease. We have provided a drop box for your convenience at our management office located at 4500 N. 32nd St. Suite 200 Phoenix, AZ 85018. Please place your keys in an envelope with your name, phone number and address to ensure your documents can be processed as quickly as possible.

**Metropolitan Real Estate will re-key the property and assess the condition of the unit only after all furnishings have been removed and cleaning is completed.** You will be contacted by a Metropolitan representative 24 to 48 hours prior to their arrival at the property if you would like to accompany our representative, but you are NOT REQUIRED to attend.

During the visit the following items will be addressed:

- **The property will be re-keyed**
- **The condition of the property will be documented for submission to the property manager**
- **Photos will be taken of the property**
- **If the property is not ready for the walk through and re-key at the time set by the Metropolitan representative, the tenant will be charged a trip fee of \$75.00.**

The information collected during the walk through will be given to the property manager to be used in determining any charges that will be withheld from your security deposit.

In accordance with the Arizona Landlord Tenant Act, Metropolitan will refund any remaining security deposit or submit an invoice for any additional charges within 14 business days (excluding holidays) of the final day of the current lease.

As a reminder, you will not be permitted back into the property after it is re-keyed for any reason.

Please be sure to:

- **Remove all personal belongings - check closets, cabinets and storage areas**
- **Contact utility companies for final reading and provide forwarding information for final bills**
- **Complete all cleaning and or repairs other than those associated with normal wear and use to avoid deductions from the security deposit**

All questions regarding your move out process should be submitted to Justin Savage at [Justin@metrowb.com](mailto:Justin@metrowb.com)

Please allow 48 hours for Justin to respond to your request.

Thank you again for the opportunity to work with you. We would welcome you in the future to any of our Metropolitan Real Estate properties.