

Move-Out Manual

How to avoid problems when you move out

First, please contact the Housing Support Desk when you are planning to move out from your current home.



Relo Redac, Inc. Housing Support Desk

TEL: 1-888-428-0770 business hours: 9:00 am – 5:00 p.m. (EST)

E-mail : expat@redacinc.com

The most important thing to do when you move out is leaving the residence in the same good condition as when you moved in. Also keep in mind that moving out, which includes cancelling utilities and other procedures, may take longer than you expect. It is best to schedule your move-out accordingly, so that you'll have plenty of time.

Move-out Process

① Contact the REDAC Housing Support Desk

Once you have decided your move-out date, please contact the Housing Support Desk. If you have already submitted your move-out notice letter to your landlord, please share a copy with us.

② Cancellation Notice

It is necessary to give your cancellation notice to the landlord in writing, not verbally, by the notification date specified in the lease agreement. It is recommended that you mail the letter using a method by which you can confirm receipt, such as certified mail or FedEx. Ask your landlord if they accept an email as a notice. As soon as the cancellation notice letter reaches the landlord, the cancellation notification is considered complete.

Due to the agreement between your employer and us, please make sure to tell your landlord that your refunded security deposit should be sent to the following address.

Forwarding address:

Relo Redac, Inc.

attn: Expat Division

1010 Ave of the Americas, 4th Floor New York, NY 10018



③ Contact movers, cleaning company, etc.

Contact a moving company and request an estimate. Many companies have their employees relocate around the same time. In order for the movers to secure staff, it is recommended that you let them know your move-out schedule promptly.

If cleaning is insufficient when you move out, cleaning costs may be deducted from your security deposit. If you don't have enough time to do a proper cleaning at move-out time, hiring cleaning service may help.

<until one month before move-out>

④ Moving arrangements

Make sure to discuss your move-out schedule with your landlord. If you live in an apartment or condominium, check with your landlord if the building has any special move-out instructions. Some buildings allow move-out only during weekdays. In many buildings, they require you to make reservation for an elevator and there may be a reservation fee. It is recommended that you arrange a move-out inspection with your landlord. However, some landlord does not do the inspection with tenant.

⑤ Deciding where to move

Relo Redac, Inc. has locations and networks throughout the US. Please feel free to ask us if you are looking for another property.

⑥ Address change

Do not forget to go through address change and other cancellation procedures.

<1- 2 Weeks Before Move-Out>

⑦ Cancel utilities

Contact the respective service providers via email or phone and tell them that you will move out. Cancel mail, telephone, internet connection and cable TV. Have your name removed from gas, electric, water, garbage collection and other public services and put the services back to your landlord. They sometimes ask for your landlord's information.

You may also use the JAN "Anshin Service", a telephone interpreting service, for help with the procedures. There is a risk, however, that you may not be able to reserve your desired date and time if the service provider can't be reached or if assistance beyond normal interpreting is required, such as dealing with a large amount of information requested by the service provider. If you would like to use this support service by JAN, please send an email (anshinservice@janla.info) at least 10 days prior to the desired date of the procedure you wish to complete. One of our staff will send a "Utility Cancellation Form" to ensure the process moves forward smoothly.



<Move-out Day>

⑧ Move-out inspection and return your keys

After the movers have moved all of your belonging out and the cleaning is done, you should inspect the property. It is tenant's obligation to "return the residence in the same condition as when you first moved in". It may be helpful if you refer to your move-in inspection records. Taking pictures throughout your home and keeping record of the condition at the move-out may help, such as scratches, stains and damages. It is also good to take pictures of the "nice condition" of walls and floors that are stain-free and clean to prove you move out properly. Such record and pictures will help you to verify the appropriateness of any deduction from the security deposit later.

If the landlord does the move-out inspection with you, going over the move-in inspection sheet and/or photos may be helpful to compare the conditions between move-in and move-out.

Return all the keys / garage remote control to the landlord in the end.

<After Moving Out>

⑨ Refund security deposit

The landlord will make out a check for the security deposit refund. REDAC Support Desk will receive it on your behalf and forward it to your HR.

Common Troubles with Security Deposit

Here are some examples of troubles that sometimes arise with the return of security deposit.

1. Tenant didn't confirm receipt of the cancellation letter

A cancellation notification is not made final just by mailing it; the landlord must be aware of it. If you neglect to confirm that the landlord has received it and later find out that the landlord didn't, then it may cause a problem. Please be sure to confirm with the landlord that the cancellation notice is received.

2. Tenant didn't cooperate with showings

The tenant has to cooperate with the landlord to show the property to possible new tenant/ buyer. If you don't cooperate, the landlord may compensate from the security deposit for opportunity costs because their opportunities to find the next tenant were lost.

3. Inadequate move-out cleaning

Any stains or damage that happen during the contract period are the tenant's responsibility. You must thoroughly clean the premises upon termination of the tenancy in order to return the property to the same level of cleanliness it was in at your move-in. If cleaning is inadequate, cleaning



fees will be deducted from your security deposit. You can refer to the move-in inspection sheet and/or photos to check the condition of the property. Using a cleaning company may be helpful.

4. Damage to the premises caused by tenant

Landlord may use security deposit to repair damages to the property caused by you. Once you have moved out, it will be difficult to check whether the repair fees are appropriate or whether repairs have been done. You should always notice the landlord of any repairs needed and have it completed before your move-out date.

5. Tenant didn't understand their obligation to return residence to original condition

Regardless of tenant's willful intent or negligence, if there is damage or stains that didn't exist when the tenant moved in, then it will be deemed that the residence was not returned to its original condition. Costs to return the residence to its original condition will be deducted from the security deposit. Refer to your move-in inspection record to check the original condition and make sure to properly restore the residence.

Examples that may cause deduction

- Finger marks or writing on walls
- Stains, dirt or scratches on the floors or carpets
- Oil stains in the kitchen, scratches or burns on the counters
- Mold and mineral deposits in the bathroom and other rooms using water
- Pet and tobacco odors
- Dusty AC filter
- Burned out light bulbs
- Damage due to improper use
- Additionally installed bidet toilet / wall-mounted TV
- Leaving tenant's personal items or trash

6. Keys weren't properly returned

Make sure to return all the keys and access devices that you received at your move-in, plus any copies you made. If you lose a key, you will be billed not only for the key, but also the cost of changing the lock itself. If you don't return all the keys when you move out, it may be deemed that you haven't vacated the residence and you may be charged for additional rent. Be sure to return the keys on move-out day.

7. Tenant did not properly notify landlord of forwarding address

The landlord may delay sending the refund check if you didn't provide the landlord written notice of your forwarding address before you move out. Please refer to page 1, Section 2 of this Move-Out Manual.



Move-out Cleaning Checklist

When you clean the premises, use cleaning agents and tools appropriate for the surface material. If you're unsure about the cleaning method, consult with the landlord. If something is very dirty or is made out of a seemingly delicate material, please consult with a professional.

Kitchen

Any dust, oil stains and burns?

Items to Check	<ul style="list-style-type: none">• Gas burners• Kitchen appliances (oven, microwave, refrigerator, dishwasher, etc.)• Ventilation fan• Kitchen counters• Inside cabinets, doors• Sink
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Bathroom

Any mineral deposits or mold?

Items to Check	<ul style="list-style-type: none">• Drain, shower, shower door• Sink, mirrors• Toilet
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Living room, bedroom, stairs, garage, basement

Any dust or stains remaining?

Items to Check	<ul style="list-style-type: none">• Blinds, windows, window frames, screen doors• Floors, carpets• AC/heater (main unit, filter, air outlet)• Doors• Lampshades, ceiling fans• inside closets
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Other

- Replace any burnt out lightbulbs and clean the covers
- Wipe away any washing detergent in the washer and remove any fluff in the dryer.
- Dispose of your personal items and trash



Other Procedures

Upon moving out, in addition to cancelling utilities, a variety of other procedures must be completed. Please refer to the examples below and remember to complete any other the necessary procedures. For the latest information and detailed information on such procedures, please confirm on your own with the related organization.

1. Forwarding your mail

If you are moving within the US, you can go to USPS website to set your forwarding address, so that post office can forward your mails to your new address for one year.

2. Change of address for driver's license and car registration

The procedures for address changes vary by state; please check with your local licensing center (e.g. DMV).

3. Overseas Residential Registration procedures

It is necessary to send your change of address to the Japanese Embassy or consulate general of the jurisdictional area. You can also use this website to send the form.

<https://www.ezairyu.mofa.go.jp/RRnet/>

4. Bank procedures

Change of address procedures may vary by bank, but it usually is possible to make the change on the bank's website. For more details, please visit the bank in person. If you need to close your bank account due to your relocating out of the US, make sure to close it at the right timing. You may still need it for a while after you left the US for the depositing the security deposit check, and final credit card or utility payments and such.

5. Insurance

For change of address or cancellation of auto, renters, umbrella or other type of insurance, please check with your insurance company and branch office.



Move-out Letter SAMPLE

(Today's date)

To ABC Property / Mr. Smith (←Apartment or landlord's name)

Re: 123 XYZ Street Apt. 111 New York, NY 10001 (←Your address)

This is to notify you that I will be moving from the above referenced property on April xx, 2018. (←Move out date)
I also hereby designate Relo Redac, Inc. as my attorney in fact in connection with the return of my security deposit.
Please send my refunded security deposit to the following address.

Mailing address:

Relo Redac, Inc.

attn: Expat Division

1010 Ave of the Americas, 4th Floor New York, NY 10018

If you have any questions, please contact me at the number below.

Sincerely,

(←Your signature)

(Your name)

(↓ Your contact information)

Home Phone:

Work Phone:

Cell Phone:

E-mail :

