

Greater Opportunities for Broome and Chenango, Inc.

Move Out Procedure

Upon notice of a tenant's intent to vacate the apartment, the Housing Family Advocate conducts a preliminary walk through (pre-vacate inspection), which is completed at least ten days prior to the move-out date. This walk through ensures that the turnover process can be properly planned and any necessary items ordered in advance. Upon receiving notice of a move out, Housing Advocates begin the move out procedure. Ideally a date is established with Maintenance to conduct a move out inspection with the Housing Advocate and the tenant present. Keys should be received by the Advocate and the inspection completed with the Advocate noting any damages on the move out form. Best practice is to take pictures of the damages, this should be done by both Housing and Maintenance staff. Maintenance staff should give an invoice to the housing staff detailing the cost of the repairs so the "Security Deposit Move Out Form" can be submitted within 5 business days of the vacancy. If a tenant vacates without notice, the Housing Family Advocate will inspect the apartment within 24 hours after being made aware and begin the planning of the turnover process. Ideally, the move-out inspection will be completed by the Housing Family Advocate and the maintenance staff together. All personal belongings left behind at unplanned move outs such as no notice, evictions, etc. must be inventoried and stored for a minimum of 30 days. Upon storage of items the Housing Advocate must send a certified letter to the tenant stating the date the 30 days expires and items will be discarded. After all has been completed, the apartment turnover process begins. Housing Advocate is responsible for closing out their tenant in COPA and HMIS immediately following the move out as well as submitting all forms to maintenance (maintenance request) and fiscal (tenant change) to ensure accuracy in all departments.

Apartment Turnover: If apartments are vacant, it is for a short period of time to address any maintenance issues or for any needed renovations. Greater Opportunities makes every effort to turnover apartments in a quick and efficient manner. The apartment turnover procedure must be efficient to ensure that a vacated unit is in move-in condition as soon as possible. Usual turnover maintenance includes the following:

- Initial Walkthrough/Inspection (Maintenance/Housing)
- Major Maintenance Repairs
- Painting Preparation
- Apartment Painting
- Final Apartment Maintenance (if necessary)
- Carpet Cleaning or New Carpet Installation
- Final Apartment Cleaning
- Final Walkthrough/Inspection (Maintenance and Housing)

There are instances when this time is extended if multiple repairs and renovations are required before the apartment is suitable for rental. The average time for turnover is approximately 14 to 30 days. While the repairs are being conducted, the Housing Family Advocate is conducting intake interviews to select another eligible tenant for the vacated apartment, so that move-in can be conducted as soon as repairs are completed.