

QUICK REFERENCE GUIDE

SOP 4.3 — Move Out Charges

Property:		Resident / Unit:	
Vacate Date:		Completed By:	

Who this is for: Onsite Manager (OSM) — use this for every move out, start to finish.

Core rule: Oregon law requires the final account statement to reach the resident within 30 days of vacate. Miss it and we owe them **DOUBLE** their security deposit.

THE 30-DAY CLOCK — Required Actions & Deadlines

Timing	Who	Required Action
2 Weeks Before Vacate	OSM	Complete the final walkthrough and issue Notice to Enter for the pre-move-out inspection (PMOI)
2 Weeks Before Vacate	OSM	Conduct the PMOI — walk the unit with the resident where possible and document condition with photos
By / Before Vacate Date	OSM	PMOI completed and uploaded to AppFolio — this is a hard deadline
After Vacate	Move Out Dept	Review, audit, and verify the final walkthrough report to confirm all charge-backs
Within 30 Days of Vacate	OSM	Security deposit accounting mailed to the prior resident by certified mail — do not wait until day 29
Day 20 (Alert)	AM	AppFolio flags the move out in RED on the dashboard. AM spot-checks move out details
Annually	CC	Spotlight audit of one property's move-out inspections

⚠️ DOUBLE DEPOSIT PENALTY

If the final account statement is not remitted within 30 days of the vacate date, Cascade owes the resident twice their security deposit. The AppFolio dashboard turns red on day 20 — treat that as your final warning, not your start date.

PER-MOVE-OUT CHECKLIST

☐	Vacate date confirmed and logged in AppFolio
☐	Notice to Enter issued to resident for the PMOI
☐	Final walkthrough completed 2 weeks prior to vacate date
☐	PMOI completed — unit condition documented with photos
☐	PMOI uploaded to AppFolio by or before the vacate date
☐	Final walkthrough report submitted to the Move Out Department
☐	Charge-backs reviewed, audited, and verified by the Move Out Department
☐	Final account statement (security deposit accounting) prepared in AppFolio
☐	Statement mailed to prior resident within 30 days of vacate — certified mail
☐	Certified mailing receipt retained and filed
☐	Final account statement stored in AppFolio

QUICK REFERENCE GUIDE

SOP 4.3 — Move Out Charges (continued)

MOVE-OUT CONDITION STANDARD — What Residents Must Leave Behind

Residents shall leave the apartment clean, empty, and undamaged — normal wear and tear excepted.

- All personal items removed
- No trash left in the unit, on the patio/balcony, or in storage areas
- Floors vacuumed and mopped
- All surfaces wiped clean

CHARGEABLE ITEMS — Resident Is Responsible

Residents are responsible for all damages and unusual wear and tear, including the five categories below.

#	Chargeable Item	When It Applies
1	Cleaning	Any cleaning required in excess of 1 hour
2	Window covering cleaning	Charged when the residency was less than 18 months
3	Painting	Charged when the residency was less than 18 months
4	Smoking damage	All damage from any smoking — no exceptions
5	Damage & replacement	All other damage and replacement items

The 18-Month Rule

Window covering cleaning and painting are chargeable only when the resident occupied the unit for less than 18 months. At 18 months or longer, treat both as normal wear and tear and do not charge back.

Base Charge List: See page 7 of *Rules for Better Living*. Use the published base charges — do not estimate or improvise amounts.

EVIDENCE REQUIRED — What Must Be On File

Evidence	Where It Lives	Deadline
Pre-move-out inspection (PMOI) with photos	AppFolio	By / before vacate date
Final walkthrough report	AppFolio — verified by Move Out Dept	After vacate
Final account statement / deposit accounting	AppFolio	Within 30 days
Certified mailing + retained receipt	Resident file	Within 30 days

NOTES / ACTION ITEMS

CASCADE COMPANIES

Building Value Thru Community

4.3 | Administration | Cascade Training Hub