

Move-Out Procedures

Introduction: Pecan Grove Apartments is a new apartment community in Holly Springs, North Carolina. The community is only a year old and only has a printed brochure about move-out procedures for their residents in the office. Since many residents will be ending their leases soon, the manager decided that it would be easier to create a move-out procedures video and upload it to the community's website for easier access to residents. Learners will view a video (~4 minutes in length) detailing the move-out procedures for Pecan Grove Apartments.

Learning Objectives:

1. Inform residents of move-out procedures.
2. Explain the move-out letter and what it includes.
3. Explain the move-out walkthrough process.

Outline:

- Introduction
- Move-Out Procedures
- Damages & Fees Information
- Move-Out Letter Explanation
- Move-Out Walkthrough Information
- Customer Feedback Survey
- Conclusion

Characters: Apartment manager (Terra), resident (Gia), and Gia's husband Javi.

Color Palette:

F2444D (red-orange), 767C99 (blue-gray), CA3538 (dark red), 4EA9A0 (dark green)

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1. [Scene 1: Move-Out Procedures Introduction]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
A nearly empty apartment with some moving boxes, a chair, and curtains appears as the background Red-orange banner with black text in top left corner	narrator: <i>Welcome to Pecan Grove Apartments Move-Out Procedures guide. Please take a moment to view this video in its entirety to familiarize yourself with our Move-Out procedures to ensure a smooth transition during your final weeks and days here.</i> banner title: Move-Out Procedures Chirpin' birdies audio from Vyond library plays in the background at 20% volume	Text and banner grouped together and enter with pop effect	F2444D red-orange banner & chair color

2. [Scene 2: Resident Goes to Apartment Manager's Office]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Apartment manager's office is the background Bulletin board on far left wall	Gia: <i>Hello! I am here today to ask about move-out procedures. Can you help?</i>	Circular reveal transition Gia enters walking and talking from the far left corner and	767C99 color for office chair manager sits in

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Apartment manager sits at a desk on an office chair. a laptop and computer monitor on desk medium-sized indoor plant is to the front right of the desk Resident (Gia) is dressed casually in a red zippered jacket, jeans, and tennis shoes Gia has blonde hair in a ponytail Gia walks while talking		approaches the manager's (Terra) desk	
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3. [Scene 3: Resident Asks Manager for Help with Move-Out Procedures]

Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Gia stands listening to Terra near the desk Terra sits behind her desk	Terra: <i>Welcome in! Of course! I would be happy to walk you through our move-out procedures!</i>	Terra talks and gestures to Gia	

4. [Scene 4: Apartment ManagerDetails Move-Out Procedures]

Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Terra walks on a diagonal motion path while talking	Terra:	Terra walks on a diagonal motion path from bottom right corner to	

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Bulletin board has a blank white paper in the middle Paper & pencil appears in top left of bulletin board timed with audio Calendar appears in bottom left of bulletin board timed with audio Hand signing appears in top right of bulletin board timed with audio Envelope with @ symbol appears in bottom left of bulletin board timed with audio	<i>You have to provide a written Notice to Vacate 30-60 days prior to your move-out. Your lease will specify the time required. Be sure that everyone on the lease signs the Move-Out Notice form. You can either bring a written copy into the office here or email it to manager@pecangrove.com.</i>	Top left corner and gestures to bulletin board while talking Camera zooms in to the bulletin board as Terra walks and talks Move-Out Procedures text appears on blank white paper on the bulletin board as camera zooms in	
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5. [Scene 5: Bulletin Board Contains Move-Out Information]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Visual of same bulletin board from scenes 1-4 appears large, almost filling up the entire slide Small key picture to the right of #1. 	Terra: <i>After turning in your keys, you need to provide us with a forwarding address. Be sure you are checking your mail for the move-out letter. Fill this out and return it to the office.</i>	Each number 1-4 appears at the same time as its corresponding picture using the sparkles horizontal effect	

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Small mailbox picture to the right of #2.  Small envelope picture to the right of #3.  Small calendar picture to the right of #4. 	<i>Lastly, schedule a final walkthrough.</i> Items on bulletin board: <i>1. Turn in your keys to the office.</i> <i>2. Provide us with a forwarding address.</i> <i>3. Be on the lookout for the move-out letter in the mail.</i> <i>4. Schedule a final walkthrough.</i>		
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6. [Scene 6: Damages & Cleaning Fees]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Gia stands near Terra's desk listening Terra talks & gestures to Gia	Terra: <i>There may also be some other move-out fees that need to be paid before vacating. More information about this will be included in your move-out letter.</i>		Squeeze - horizontal - center transition

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7. [Scene 7: Damages & Fees Continued]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Gia stands listening near Terra's desk Terra faces her laptop on her desk typing	Terra: <i>Let me look up the list of damages & cleaning fees for your apartment.</i> Gia: <i>Thanks for explaining all of this. I appreciate it!</i>	Terra is typing facing her laptop	

8. [Scene 8: Move-Out Letter Explanation]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Red triangle background Large blank piece of paper in middle of screen	Terra: <i>The move-out letter includes:</i> <i>Explanation of any balances</i> <i>Specification of cleaning requirements</i> <i>A reminder that fixtures permanently attached to the wall must be left in place</i> <i>Final inspection details</i> <i>Request for forwarding address information</i>	Text on paper flies in time with audio using the slide right effect. Each piece of text has a yellow arrow next to it that flies in with the text. 	Blinds horizontal transition Slide right effect transition for yellow arrows and accompanying text

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	Text on paper: • Explanation of any balances • Specification of cleaning requirements • A reminder that fixtures permanently attached to the wall must be left in place • Final inspection details • Request for forwarding information		
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9. [Scene 9: Scheduling Move-Out Walkthrough]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same office background Gia stands on the right listening/nodding to Terra Terra stands close to Gia, facing her.	Terra: <i>Would you like to go ahead and schedule your move-out walkthrough?</i> Gia: <i>Can you tell me a little bit about it first?</i>		Motion graphics rings transition

10. [Scene 10: Talking About Move-Out Walkthrough]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same office background	Terra:		

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Gia stands on the right listening/nodding to Terra Terra stands close to Gia, facing her Terra gestures as she speaks	<i>No problem! During the move-out walkthrough, we will be looking for any deductions we need to take from your security deposit.</i>		
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11. [Scene 11: Deductions from Security Deposit]

Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same office background Gia stands on the right listening/nodding to Terra Terra stands close to Gia, facing her Terra gestures as she speaks Terra holds a clipboard in her hands	Terra: <i>During the walkthrough, we use a checklist. We photograph any damages and charge reasonable deductions. Be sure you do not leave any personal items behind during the walkthrough.</i>	Terra gestures as she speaks Gia nods while listening to Terra	

12. [Scene 12: Deductions from Security Deposit Continued]

Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same office background	Gia: <i>What are some common reasons people get deductions from their security deposit?</i>	Gia gestures while talking Terra stands with a neutral expression on her face	

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13. [Scene 13: Deductions List]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Corkboard background Custom deductions list created in Canva on bulletin board 	Terra: <i>That's a great question! Some common reasons residents receive deductions from their security deposit are:</i> • <i>Damages</i> • <i>Unpaid rent</i> • <i>Unpaid utility charges</i> • <i>Extended stay</i> • <i>Eviction</i> • <i>Early lease termination</i> - and • <i>Inadequate notice</i>	5 second zoom to enlarge deductions list	Bright squares wave transition

14. [Scene 14: Apartment Manager Details Move-Out Procedures]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same office background Gia talks with hand on hip Terra listens to Gia Characters stand in left corner facing each other	Gia: <i>Thank you for going over that information with me. Let's go ahead and schedule the move-out walkthrough.</i>	Gia talks with hand on hip Terra listens to Gia	Iris - circle - center transition

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15. [Scene 15: Final Walkthrough Scheduling]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same office background Gia and Terra stand facing each other	Terra: <i>That sounds good. Let me just check the schedule.</i>	Terra turns to walk after finishing her lines and walks towards her desk (right side of screen) Terra gestures while she talks	

16. [Scene 16: Final Walkthrough Scheduling Continued]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same office background Gia stands with her hands in her pockets facing Terra Gia gestures that she's listening once Terra picks up her cell phone	n/a	Terra walks to the right side of her desk and pick up her cell phone in her hands Terra looks down at her cell phone and types on it	Footsteps background noise while Terra walks

17. [Scene 17: Final Walkthrough Scheduling Continued]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same office background Gia stands on the left side of the screen with hands in pockets	n/a	Terra turns to face Gia while she says her lines	Cell phone typing background noise while Terra looks down at her phone

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Terra faces Gia on the right side of the screen with her cell phone in her hands			
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18. [Scene 18: Final Walkthrough Scheduling Continued]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same office background Gia is on the left and Terra is on the right near her desk Gia gestures that she's listening as Terra talks Terra has her cell phone in her hand	Terra: <i>Would June 15 at 9 o'clock a.m. work for you?</i>	Terra gestures as she talks	

19. [Scene 19: Finalizing Walk-Through Appointment]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same office background Gia is on left side of the screen, gesturing as she talks Terra is on the left facing Gia, standing near her desk Terra's cell phone is sitting on her desk	Gia: <i>Yes, thanks so much! I will talk to my husband about all of this information and be sure the apartment is in move-out condition before our walkthrough.</i>	Gia gestures as she talks Terra nods, listening as Gia talks	

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20. [Scene 20: Apartment ManagerDetails Move-Out Procedures]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Fade to background of the apartment from introduction scene Background is of a mostly empty apartment with some moving boxes stacked in the back left corner and a red-orange chair on the right near the wall Gia walks from the far left side of the apartment to where Javi is sitting in the chair, talking as she goes Javi is sitting in a chair on the left wall A window with curtains is on the back wall	Gia: <i>Hey, Javi! I just spoke to the apartment manager about what we need to do before our move-out walkthrough. I think the apartment is almost ready! Just a few finishing touches before we have our move-out walkthrough!</i>	Gia has a neutral expressions as she talks and walks towards Javi Javi stands up from the chair with an excited expression while he talks	Fade transition

21. [Scene 21: Apartment ManagerDetails Move-Out Procedures]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same apartment	Javi: <i>Great! Let's finish up packing the last few boxes now and then get this apartment clean.</i>	Javi stands up from the chair with an excited expression while he talks	

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Javi stands up with an excited expression as he talks facing Gia			
Gia stands facing Javi near the chair with her hands on her hips, listening			

22. [Scene 22: Cleaning Apartment]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same apartment background Javi is vacuuming on the far right side of the screen in front of the chair	n/a	Javi moves on a motion path to the left of the screen while vacuuming	Salsa shimmy audio in background at 50% volume Vacuuming audio in background at 50% volume

23. [Scene 23: Cleaning Apartment Continued]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same apartment background Gia walks in from back left corner of screen to the middle of the window on the back wall	n/a	Gia walks in from back left corner of screen to the middle of the window on the back wall Gia stops at the window	Salsa shimmy audio in background at 50% volume

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24. [Scene 24: Cleaning Apartment Continued]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same apartment background Gia is cleaning the window with cleaning products	n/a	Gia is cleaning window facing the right side of the apartment	Salsa shimmy audio in background at 50% volume

25. [Scene 25: Move-Out Walkthrough]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same apartment background Gia and Javi stand next to each other on the left side of the apartment Terra stands facing Gia and Javi in the middle of the apartment	Terra: <i>Everything looks great! You will not receive any deductions. You should receive a check in the mail for your security deposit within 5-7 business days.</i>	Terra faces Gia and Javi and talks while gesturing	Motion graphics - stripes and rings transition

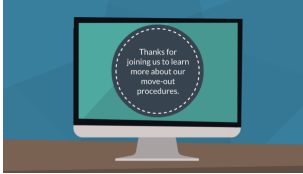
26. [Scene 26: Move-Out Walkthrough Continued]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same apartment background Gia and Javi stand next to each other on the left side of the apartment Terra stands facing Gia and Javi in the middle of the apartment	Javi: <i>Thanks for your assistance with this process. It made everything go smoothly.</i>	Terra listens to Javi with an happy look on her face Javi talks and gestures with an excited expression	

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27. [Scene 27: Customer Feedback]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same apartment background Gia and Javi stand next to each other on the left side of the apartment Terra stands facing Gia and Javi in the middle of the apartment	Terra: <i>You're welcome! We would really appreciate it if you would complete the customer service survey we mail to you after you move out. Once we receive it, we will send you a gift card to a local restaurant as thanks.</i>	Terra talks while gesturing towards Gia and Javi Javi and Gia listen to Terra, nodding	

28. [Scene 28:Customer Feedback Continued]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
Same apartment background Gia and Javi stand next to each other on the left side of the apartment Terra stands facing Gia and Javi in the middle of the apartment	Javi: <i>Of course! We would be happy to complete the survey!</i>	Javi talks to Terra, gesturing as he talks	

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29. [Scene 29: Thank You]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
 A computer monitor appears large centered on the screen Background of computer monitor is green (4EA9A0)	Black circle: <i>Thanks for joining us to learn more about our move-out procedures.</i>	A black circle with a dashed white border appears with a pop entrance effect in the middle of the computer monitor	Iris - circle - upper right transition Chirpin' birdies audio from Vyond library plays in the background

30. [Scene 30: Conclusion]			
Visuals/Graphic	Script/Audio	Programming/Animation Notes	Comments
A computer monitor appears large centered on screen Background is blue (3981A0) Custom Canva video appears on the computer monitor 	n/a	Custom Canva video appears on the computer monitor	Blinds horizontal transition Chirpin' birdies audio from Vyond library plays in the background

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 Thank you for choosing us!			
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