

High Street Property Management, LLC

May 2019 End of Year Check Out Instructions

Congratulations on the completion of your academic year! Please take time to review the information below which is meant to assist you in completing your residency with us.

Each Resident is **REQUIRED** to checkout at the High Street office, 94 Main Street, Suite 104 in order to:

- Return all keys. Each key not returned or duplicated carries a \$50 charge (master key system).
- Complete the checkout form at the office with your contact information.
- Return parking sticker if you were issued one.

Before leaving your unit, remember to:

- Empty refrigerator; remove all personal property, furniture and trash (all Residents).
- Reminder: If you would like to prevent or at least reduce charges to your rental account, please keep in mind that it is reasonable and lawful for a landlord to charge a Resident(s) the cost of returning your unit to a similar state that you received the unit.

Office Hours and Drop Box for Check Out:

The office will be open for checkout at the following dates & times. Also, **there is a drop box located outside of the office door with instructions and the required paperwork which you may complete and deposit any time 24/7** eliminating the need to meet with our staff to Check Out. Expanded office hours are:

• Friday May 10 th	8:30 – 1	Wednesday May 15 th	8:30-4:30
• Saturday May 11 th	Office Closed	Thursday May 16 th	8:30-4:30
• Sunday May 12 th	Office Closed	Friday May 17 th	8:30-2:30
• Monday May 13 th	8:30-4:30	Saturday May 18 th (Graduation)	11-3
• Tuesday May 14 th	8:30-4:30	Sunday May 19 th	11-2

Please respect the fact that **we are unable to meet you outside of these hours** and our staff is under instructions to strictly abide by these hours of expanded availability. We will *not* answer calls, texts or emails for meeting outside of these expanded hours. We understand you are busy. Students and parents alike are juggling a lot at this time of year – so PLEASE PLAN AHEAD. Thank you.

If you will be renting from us *again* in the upcoming Academic Year in the same unit, you still must follow the instructions above - Check Out (turn in keys & parking tag), empty refrigerator(s). You will Check In again at the start of the Fall Semester. You are not required to remove personal property from your unit for the summer (per the terms in your lease).

If you will be renting from us again and you lived at (and will be living again at) 24 Wads, 20 Wads, 64 Court, 68 Court, 76 Court, 86 Court #1, 86 Court #2, 94 Court, you still must follow the instructions above - Check Out (turn in keys & parking tag), empty refrigerator(s) and you must follow and complete the SUMMER STORAGE INSTRUCTIONS which can be found on www.geneseorentals.com. You will Check In again at the start of the Fall Semester.

Security Deposits

Since all Residents leave around the same time, the processing of security deposit refunds takes time. After your unit has been inspected, a determination regarding your security deposit will be made.

Thank you for your residency and your patronage. Best wishes in your future endeavors!