

Move Out FAQ's

Q: Where do I return my keys?

A: Keys must be returned before noon on your move out day. Place your keys in a labeled envelope. Put the envelope in our rent drop box located at 1001 E. University.

Q: What if I don't turn my keys in?

A: If keys are not returned, the apartment will be inspected. If it is found that someone is still living in the apartment, a holdover charge equal to 1/5 of the monthly rental amount will be assessed per day until all keys are returned. If it is found that the apartment is vacant, the locks will be changed, and you will be charged \$50.00 for each unreturned key.

Q: When do I get my security deposit back?

A: Security deposits are sent out in the mail within 30 days of the date that all keys are returned. The deposit is returned to the designated resident on the lease. Only one check is cut for the entire apartment.

Q: Do I need to clean my apartment before moving out?

A: Your apartment must be in the same condition as when you moved in. You are responsible for all damages in your apartment (examples: carpet stains, holes in walls, etc.).

Q: What do I do about my utilities?

A: You will need to contact the utility companies that you have been paying directly to have services TAKEN OUT OF YOUR NAME; do not have them turned off.

Comcast/Xfinity: 1-800-934-6423

DTE -- Gas/Electric: 800-477-4747 ; <https://newlook.dteenergy.com/commercial/core-mimo/>

City of Ann Arbor -- Water: 734-994-2666

