



## **Liberty Square Move – Out Packet** **August 7<sup>th</sup>, 2026 by 10 am**

We can't put into words how sad we are to see you go! Whether you were here for months or years, we are so grateful to have had you as a part of our Liberty Family. Remember, you are always welcome to stop by for an event, snack, or conversation. We'll miss you!


Please read through this move out guide FULLY to learn how to have the best chance of receiving your **full deposit**.

1. Pay off ALL OUTSTANDING BALANCES on your Resident Portal (if you do not pay, the cost will come out of your refund)
2. Enter your forwarding address for your security deposit on your Resident Portal
3. Set up your mail forwarding address with USPS (we want YOU to get YOUR mail not future residents)
4. Move out all belongings (if you stored any Liberty Square furniture this MUST be returned, you WILL be charged for it if it is not)
5. Clean ENTIRE apartment (If the entire apartment is not clean, a split fee will come out of each resident's deposit)
6. Place mail key on the designated hook near your apartment front door (failure to place mail key will result in a \$75 charge divided by residents in the apartment)
7. Turn your key fob in your move out envelope to the leasing office.

## Check your Balance



Your security deposit will be sent to your forwarding address in check form. If you do not change this address on your resident portal, you will not receive your deposit. Log into your resident portal to see your move out checklist.

Move-out Checklist



Thank you for being a resident

In order to complete your move-out, we need to collect some information from you. Please use this checklist to make sure we have all the information that we need.

Description
 Enter forwarding address for us to send you any remaining deposit <a href="#">Review/Edit</a>
 Pay any outstanding balances

Click on the “Review/Edit” line of text and enter the address that you would like your security deposit refund to be sent to. Press the save address button. Failure to change your address will result in your deposit being sent to Liberty Square which will delay the time it takes to send your deposit to you.

NOTE: Any unpaid outstanding fees on your account will be subject to your name being sent to collections without prior notice from Liberty Square.

## Mail Forwarding

We want to make sure that you get your mail after moving out. To do this, visit [www.usps.com/manage/forward.htm](http://www.usps.com/manage/forward.htm) Once you fill out the form, all mail sent to you at your Liberty Square address will be redirected to the forwarding address you provide. After you move out, the next residents will have access to your old mailbox, and we can't control what they do with any mail that is delivered.

# Cleaning Checks

Management will perform a white glove cleaning check once your lease has ended. A white glove cleaning check is more thorough than the monthly cleaning checks that we perform. This check will be an extensive and detailed check of your apartment. Any changes to the apartment, damages, paint stripping, stained carpet, etc. will be charged. These charges will be split evenly between all roommates (even if you have already moved out).

Here is a comprehensive but not exhaustive list of some of the things that we look out for during white glove cleaning checks.

- Clean, wipe, and disinfect all surfaces, cupboards, drawers, cabinet fronts, shelves, fridge, and freezer
- Dust and wipe with warm water all fans, heat vents, window ac units, blinds, baseboards, above door frames, light switches, outlets
- Thoroughly clean microwave, oven and drawers, and stove tops.
- Clean kitchen and bathroom sinks, faucets, and sinks
- Clean and disinfect all parts of your bathroom shower, toilet, floor, towel rods, and wipe down walls.
- Replace any burnt out or flickering bulbs

## **Key Fob and Mail Key**

You need to turn in your key fob before vacating your apartment. You will bring your fob into the office where we will place it in an envelope for you. You will then label the envelope with your name and your forwarding address.

Failure to turn in your key fob to the office by August 7<sup>th</sup>, 2026, at 10 am will result in a \$75 charge that will come out of your security deposit.

If you cannot come into the office, you can drop your key fob off into the drop box hanging up to the left of the leasing office. You will be charged if your fob is not placed into an envelope and labeled with your name and forwarding address. Please let the leasing office know if you need an envelope.

Make sure that your mail key is placed on the designated hook near your front door before you leave. If we cannot find the mail key upon entry, we will consider it lost; this can result in a \$75 missing key charge. If you have lost your mail key, you will need to visit USPS at 936 S 250 E, Provo, UT 84606 to purchase a new one. (Make sure that you bring a copy of the first page of your lease) It takes 1-2 weeks to remake a key, make sure that you give yourself enough time to have one reprinted.

## **After your lease ends**

You will receive a financial move-out statement detailing your refund amount and why any amount was docked during your white glove check. Any fees will be deducted from your security deposit. If the charge amount is greater than the deposit, you will be responsible for paying all remaining costs.

If you have concerns about charges, please locate the pictures taken from your apartment during inspections. These are available on your Resident Portal under the documents tab. If you would like to dispute a charge, please email [libertysquare@redstoneresidential.com](mailto:libertysquare@redstoneresidential.com) with your own pictures of the area with time stamps of when they were taken. Pictures without time stamps will not be accepted.

Please allow up to 30 days for a response, as we will be moving out 800 residents, turning apartments, and moving in 800 residents within 2 weeks. There is no time limit to when we can make adjustments to your refund, so we kindly ask for your patience.

Deposits will be printed within 30 days of move outs. You will then receive your deposit within 30-60 business days. (While we anticipate that it won't take that long, we like to give USPS a buffer period). Please reach out if you have not received your deposit by October 1<sup>st</sup>.

# Move Out Timeline

## July 1<sup>st</sup>

- Your last rent payment is due.

## July 27<sup>th</sup>

- Cleaning Packets will be available for pickup in the leasing office. Your apartment will fail if there is no cleaning inspection sheet found in the apartment on August 7<sup>th</sup>.

## August 7<sup>th</sup>

- Move out day! If your key is not turned into the leasing office by 10 am, you will receive a \$75 key replacement charge. Your apartment must be empty and cleaned by 12:00 pm.

## September 7<sup>th</sup>

- Please send a follow-up email if you haven't received a response from your email.

## October 1<sup>st</sup>

- Please reach out if you have not yet received your security deposit.

