



## OAK & APPLE INC.

### Damage/Pet Deposit Returns

At Oak & Apple, we get a lot of questions from tenants that are wanting to move and know how and when they will get their damage deposit they are getting back.

We will make every effort to have a cheque mailed within 2 weeks of your move out date. There are usually a few things in the tenant's control that can expedite that process, as there are a few things we need to have happen before we can send it out.

#### Ways to ensure the return of your damage deposit:

- 1. Clean your home.** If you are receiving this PDF, you've received another one that lists our expectations. If there are repairs and/or cleaning that needs to happen due to the actions of the tenant, these will need to be charged to your account.
- 2. Send us proof of payment for your utilities.** If you pay utilities, part of your move out inspection includes contacting Winnipeg Water & Waste and Manitoba Hydro to change over the account. About a week after this happens, you will receive your final bill. We need to receive proof of payment (for example, a copy of the receipt) for your utility accounts before we can close your tenancy with us.
- 3. Give us a forwarding address.** This seems self explanatory, but in the chaos of moving, it's an often overlooked step and makes it hard for us to mail you a cheque.

#### **Oak & Apple Inc.**

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