

Moving Out

We understand that people's lives change and they may move out. Here are the steps tenants should follow when moving out.

Step One: Give Notice

Civida must follow the Residential Tenancies Act when tenants move out. Under section 10, tenants must submit a written notice of move out to end their tenancy. Tenants can complete the Notice of Move Out form on our website or write a letter including the date they want to leave.

Under section 8 of the Residential Tenancies Act, tenants must give Civida a full calendar month's notice before moving out. This means notice must be given on or before the first day of the month a tenant wants to move out in order to move out on the last day of that month. E.g.: If a tenant wants to move out by October 31, they *must* give written notice no later than October 1st. A tenant cannot give notice on March 15th to move out on April 15th.

After Civida receives the notice of move out, we will send the tenant a letter that we received their notice. The letter will also include the cleaning checklist and a standardized chargeback list.

Step Two: Clean

Tenants are responsible for cleaning their home before they move out.

If a tenant does not clean their home before they move out, they will be charged this cost.

Step Three: Move out Inspection

The tenant should contact the Tenancy Management Team to schedule a move out inspection. The tenant should clean before the move out inspection.

The tenant and Tenancy Management team member will walk through the tenant's home together and note any damages.

The tenant will not be charged for damages due to age or normal wear and tear over time. Tenants will also not be charged for any preexisting damages as noted on the move in inspection.

However, tenants will be charged for damages beyond normal wear and tear; if the tenant has not complied with their maintenance responsibilities outlined in their residential tenancy agreement; and/or if they did not complete the cleaning checklist.

Tenants will be charged according to the standardized chargeback list. Find out more about damages and chargebacks in our info sheet.

The tenant will also give the Tenancy Management team member their keys and security fob.

Step Four: Move out Statement

Security deposits are held in trust for the tenant. Civida will review the move out

inspection report. If there are any tenant damages, the tenant will be charged this cost.

If the tenant will receive a refund, the tenant will be sent a cheque. The cheque will be made out to the leaseholders who signed the lease.

It is important to let Civida know if any leaseholders move out before the household moves so that the security deposit can be returned to the current leaseholders. See the Change of Household information sheet for more details.

If the damages are more than the security deposit and any credits on the tenant's account, Civida will contact the tenant to make payment arrangements.

The tenant will receive a letter from Civida with their move out statement explaining why they received a refund or have a balance owing.

Tenant references and verification of tenancy

If a former tenant requires a landlord reference, contact Civida by phone, email, fax, or in person. Please include a completed Consent to Release form or Authorization to Provide Reference form for references over the phone.

If a former tenant requires a verification of tenancy for Canada Revenue Agency purposes, please submit a request in writing and provide a current mailing address for the tenant.

Civida will mail the verification of tenancy letter to the last known address for the tenant.

If you have any questions during or after your move out, you can call Civida at 780-420-6161 or checkout our website at www.civida.ca