

STRAGO PROPERTIES LLC

Straightforward management. Transparent pricing. Real partnership.

MOVE-IN AND MOVE-OUT INSPECTION STANDARDS

1. Purpose

These standards describe how Strago Properties LLC (the “Manager”) documents the condition of a property at the beginning and end of each tenancy. Consistent inspections protect the owner, give the resident a fair record, and support any security deposit accounting that Texas law requires. These standards apply to every managed property and govern the conduct of Manager staff and vendors.

2. Move-In Inspection

1. The Manager completes a written condition report before the resident takes possession, and no later than the day keys are released.
2. The report records the condition of each room, including walls, floors, ceilings, fixtures, appliances, windows, doors, plumbing, and exterior areas, noting any existing wear or damage.
3. The Manager takes date-stamped photographs, and video where useful, of every room and of any pre-existing damage. These images are the baseline for the move-out comparison.
4. The resident receives a copy of the condition report and is invited to note any disagreement in writing within five days of move-in. The report and the resident response are stored in the property file.
5. Utility meter readings and key, fob, and remote counts are recorded at move-in.

3. Move-Out Inspection

1. The Manager schedules the move-out inspection promptly after the resident surrenders possession, meaning the later of the lease end date or the date the resident returns all keys and vacates.
2. The inspection compares current condition against the move-in baseline report and photographs, item by item.
3. The Manager documents any damage with date-stamped photographs and written notes, and obtains written repair or cleaning estimates or invoices for any charge assessed.
4. Utility readings and returned key, fob, and remote counts are recorded and compared against the move-in record.
5. The resident may, but is not required to, attend the move-out inspection.

4. Damage Versus Normal Wear and Tear

Texas law does not permit a deduction from the security deposit for normal wear and tear. Under Texas Property Code Section 92.001(4), normal wear and tear means deterioration that results from the intended use of the dwelling, including breakage or malfunction due to age or deteriorated condition, but it does not include deterioration that results from negligence, carelessness, accident, or abuse by the resident or the resident’s household or guests.

Normal wear and tear (not deductible)	Damage (may be deductible)
Faded paint, minor scuffs, small nail holes	Large holes in walls, unapproved paint colors
Worn or lightly soiled carpet from ordinary use	Pet stains, burns, tears, or carpet requiring replacement

Normal wear and tear (not deductible)	Damage (may be deductible)
Loose hinges, minor caulk wear	Broken fixtures, missing appliances, water damage from neglect

5. Security Deposit Accounting

The Manager accounts for the security deposit in accordance with Texas Property Code Subchapter C. On or before the thirtieth day after the resident surrenders the premises and provides a written forwarding address, the Manager refunds the deposit or delivers a written description and itemized list of all deductions with the balance, if any. The forwarding address requirement is found in Section 92.107, the refund deadline in Section 92.103, and the rules on allowable deductions in Section 92.104.

A landlord who in bad faith fails to return a deposit or to provide the itemized list within the deadline is liable under Section 92.109 for one hundred dollars (\$100.00), three times the portion of the deposit wrongfully withheld, and the resident's reasonable attorney fees. Timely, documented accounting is the Manager's standard on every move-out.

6. Documentation and Recordkeeping

1. All condition reports, photographs, video, estimates, invoices, and deposit accounting are stored in the property file in Rentvine.
2. Records are retained for at least four years after the tenancy ends, consistent with the Texas statute of limitations for contract claims.
3. The owner has access to move-in and move-out documentation through the owner portal.