

MOVE OUT MEMO: Security Deposit Disposition

Updating New Address, Information on the Process, Delivery Dates, Delays & Appeal Process

Last update 9/12/18

1) **(AS SOON AS POSSIBLE) UPDATE YOUR MAILING ADDRESS:** To help expedite the return of your security disposition letter (breakdown of charges) and refund check (mailed separately, please **SUBMIT YOUR CURRENT MAILING ADDRESS** to which these correspondences and future correspondences can be sent.

1a) **WEBSITE PROVIDER SHUT DOWN PORTAL, SORRY!** It has come to our attention that our software provider has inexplicably deactivated the online resident portal for former residents. To contact us moving forward, please **email Management@CapstoneElite.com** directly.

2) **WHAT TO EXPECT & NEXT STEPS:** As stated above, you will receive your security deposit disposition letter to the most recent address we have on file for you, followed by the corresponding check for that amount. Deductions from all security deposit dispositions are based on the condition in which it was your space was received at the time of inspection, the charges remaining on the account at the end of the lease term, and taking into account information submitted to us from your apartment condition statement at the start of your lease term.

3) **QUESTIONS / CONCERNS / APPEALS:** If you have any questions, would like to appeal a charge, or like to inform our office of mitigating circumstances to take into consideration in the event of submitting a formal appeal to be raised for consideration by the Capstone Elite Board, please be sure to submit the exact nature of the dispute is submitted **IN WRITING by EMAIL with PHOTOS & VIDEOS, within 15 business days** of receipt of your disposition letter or check. As there is only one opportunity to appeal, we recommend that you submit as much supporting evidence as possible to receive the most favorable outcome.

3a) **HELP US HELP YOU! PICTURES ARE A THOUSAND WORDS. VIDEOS, A MILLION:** This includes, but is not limited to, Photographs, Videos, Receipts, or anything else that may be provided to mitigate some of the charges incurred to the property during the lease term of you and your roommates. To submit your appeal, with all corresponding evidence to be **brought before the Board in September for final processing in October, you must use EMAIL Management@CapstoneElite.com** directly to enter evidence.

4) **THANK YOU:** It has been our pleasure to have you as our residents at Capstone Elite and thank you for choosing our residences as your home. We wish you all the best in your future endeavors and welcome your positive or constructive feedback so that we can continuously improve our services and experience. Also, please don't forget, that even though you are officially former residents, as long as you left as a "Resident in Good Standing" you can continue to earn "Resident Referral Rewards" by helping recommend us to your friends, family, and colleagues for years to come!

Sincerely,
Capstone Elite Management Team
Management@CapstoneElite.com

Regards,
CapstoneElite Management