



Policyholder Checklist

Use this handy checklist to help take the guess work out of your transition both in and out of your temporary housing. Please feel free to contact us with any questions at 800.548.5196 or via email.

BEFORE YOU MOVE IN

If coming from a hotel, be sure to check out **in person** at the front desk. Carefully review property rules and regulations to ensure you receive your full security deposit upon move-out.

Complete TA paperwork and submit to your TA Housing Coordinator, including:

- Service Agreement
- Contact Preferences Form (Fax, Email, Text, etc.)
- [Policyholder Satisfaction Survey](#) (We will send you a \$5 Starbucks credit upon receipt)

MOVE-IN

If applicable:

Conduct property walk-through with Landlord and document any issues up front.

Carefully inspect and if possible take photos of the furniture, housewares, etc. and alert TA of any issues.

Only sign your lease after it has been carefully reviewed by your TA representative.

Request utility service provider information, for example, phone, cable, etc. from Landlord.

Place all utilities in your name to ensure continuity of service.

Other:

Promptly respond to TA's Move-Out notices (30 or 60 day) or initiate extension if necessary.

Visit TA's Policyholder web page to access helpful information and resources.

MOVE-OUT

Make sure the property is left in good/clean condition.

Schedule furniture and housewares pick-up with your TA representative (if applicable).

Remember to disconnect the utilities.

Inspect property with Landlord and address any issues to maximize your security deposit refund.