



Freedom Plaza

Independent Living Move-out Process

If you have questions after reviewing this document, please contact:

Lisa Frank, Resident Services Director

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Stephanie O'Fallon, Executive Assistant

Phone: 813-642-1250 | ofallonstephanie@freedomplazafl.com

Residency Agreement Obligations

- 1.) A 30-day notice to terminate the residency contract is required and should be turned into the Executive Director. This does not apply to transfers to higher levels of care (assisted living, memory care, or skilled nursing).
- 2.) It's the resident's responsibility (or designated representative's) to remove all furniture and personal items from the apartment and storage areas (and garages at GVT).
- 3.) Before scheduling movers/donation pick-ups/junk haulers, please check with the Accounting Office for available dates. We do our best to not schedule two move-ins or move-outs on the same day to avoid locking down more than one elevator on either side of the Plaza Building. Typically, move-ins and move-outs are scheduled Monday – Friday between 8:00 am – 5:00 pm.
- 4.) The resident is responsible for all fees associated with movers and junk removal.
- 5.) Contact Housekeeping to request a large bin for trash. All trash must be in bags for easy disposal. Cardboards boxes should be broken down. Call housekeeping when bin is full or when you are completed. You will be provided a trash bag to return Freedom Plaza linens and towels. You can contact the Housekeeping Office at 813-642-1233 or alanismartha@freedomplazafl.com.
- 6.) Please schedule a walk-through with the Accounting Office as soon as you know when the apartment will be completely vacated.
- 7.) The monthly services fee will continue to be billed until ALL furnishings and personal items are removed from the apartment. It will be prorated to the day that the walk-through is completed.
- 8.) You are required to contact health care agencies (hospice, medical equipment company, oxygen, etc.) to remove medical equipment and supplies from the apartment.
- 9.) Golf cart and automobile parking areas must be vacated as well.

Refund

- 1.) A final bill will be processed per our normal accounting schedule and sent to the financial representative. The Accounting Office can provide specifics on the timeline of receiving the final bill and how it will be calculated.
- 2.) If you are owed a refund, you can expect it within 60 business days after your apartment has been vacated.
- 3.) In the event the resident is deceased, the refund will be made payable to the resident's estate, unless a Refund Designation Form was completed prior to the resident's death. If there is an executed Refund Designation Form, the refund will be made payable in accordance with the form. A copy of the death certificate is required to process a refund in this situation.

Phone / Cable

Please disconnect your phone/cable services as soon as possible. This can be completed by contacting Spectrum at (833) 267-6094.

Please keep the small Spectrum DTA cable box in your apartment. If you have other Spectrum equipment it can be dropped off at any UPS location:

- 4846 SUN CITY CENTER BLVD SUN CITY CENTER, FL 33573 (813) 634-2876
- 3060 E COLLEGE AVE RUSKIN, FL 33570 (813) 819-6444

Mail

- 1.) Complete a "USPS Change of Address Form" to have all mail forwarded to a new location. <https://www.usps.com/manage/forward.htm>
- 2.) Please cancel/change newspaper subscriptions
- 3.) Mailbox key will need to be turned into the Accounting Office.

Keys and Emergency Call Pendants

- 1.) All keys must be returned: mailbox, lanai key, front door, garage.
- 2.) Emergency pendants, garage door openers, ceiling fan remotes must be returned to the Accounting Office to avoid additional charges.

Donations

- 1.) Freedom Plaza associates are not permitted to purchase items or accept gifts, cash, items or donations from residents or their family members.
- 2.) Residents may post items for sale or donation to other residents in the Resident Resource Room.

Suggested Movers that other residents have used:

3 Guys Moving	Phone: 813-249-1889	https://www.3guysmoving.com/
EZ Moving	Phone: 813-293-0920	https://brothersezmoving.com/
Good Greek Moving	Phone: 813-576-2278	https://greekmoving.com/
Integrity Movers	Phone: 727-744-4386	https://www.integritymovesu.com/

Suggested Donation Organizations

Light House Ministry	Phone: 863-687-4076 ext.261 <i>(Beds/Mattresses that are clean)</i>
Salvation Army	Phone: 813-972-0471 <i>(Typically very selective about what they will take)</i>
Mary Martha House	Phone: 813-645-7874
Habitat for Humanity	Phone: 813-237-1978 <i>(Household items only)</i>

Junk Removal:

Stand Up Guys Junk Removal | Phone: 813-699-3554 *(Normally show up with in 24 to 48 hours.)*
1-800-GOT-JUNK | Phone: 1-800-468-5865

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Resident: _____

Apt. #: _____

Date: _____

Items that remain at Freedom Plaza

- | | | | |
|--------------------------|---|--------------------------|--|
| <input type="checkbox"/> | Refrigerator | <input type="checkbox"/> | Mailbox Key(s) |
| <input type="checkbox"/> | Range | <input type="checkbox"/> | Lanai Key |
| <input type="checkbox"/> | Microwave | <input type="checkbox"/> | Garage door openers and Key
(\$50 EACH fee if not returned) |
| <input type="checkbox"/> | Washer / Dryer | <input type="checkbox"/> | Emergency Pendants
(\$150 EACH fee if not returned) |
| <input type="checkbox"/> | Key(s) / Key Cards | | |
| <input type="checkbox"/> | Apartment has been completely vacated of all resident items, including storage bin, garage, golf cart area. (If applicable) | | |
| <input type="checkbox"/> | Apartment has NOT been completely vacated of all resident items. | | |

A removal fee (fee will vary pending on size and location of apartment) will appear on your last billing statement or will be deducted from your refund.

I agree with the walk through and the above checked items:

Resident or Representative

Date

Freedom Plaza Representative

Date

Here are 10 important tips to use when searching for a professional mover:

1.) Ask Friends and Family for Referrals

When it comes to finding the right mover, start by asking people you trust for recommendations.

2.) Get In-Person, Written Estimates

Having an in-person written estimate ensures that the quote you receive from each moving company is as accurate as possible.

3.) Be Up-Front with Your Estimator

Be sure to show your estimator all the boxes, furniture, clothes, and belongings you'd like the moving company to transport for you.

4.) Inquire About Added Fees

Nobody likes surprises on their moving day, so be sure to ask about any extra fees, such as fuel surcharges, extra stops charges and equipment fees that could be added to final bill.

5.) Consider Using Packing Services

Look for a local moving company that offers crating and packing services—this option can really take the stress out of your move.

6.) Discuss Insurance Coverage

Ask about insurance protection for your belongings and be sure to get details about coverage in writing. You should also check to see if your homeowners' insurance policy applies while items are in transit to your new home.

7.) Check References

Be sure to take the time to check these references, because reputation, not just price, should be a factor in your final decision.

8.) Experience Counts

While it can be tempting to hire a local moving company that offers low prices, it's important to know that the industry is filled with unlicensed movers with no experience.

9.) Do Your Research

Ask what names the moving company operates under, then check those names through an online search and by contacting your local Better Business Bureau.