

## KEY RETURN INSTRUCTIONS

Tenants are responsible for returning all issued apartment keys and fobs by the end date of their lease.

Fees for keys not received by the lease end date:

\$20 per fob

\$15 per bedroom/mailbox key

\$100 per apartment door lock change.

### **If you are IN ITHACA**

Put your keys in the small envelope from your move out packet that is pre-labeled with your name and apartment number.

Your Damage Deposit Return Form is due with your keys.

Confirm your mailing address on the form, and enter a new address if necessary.

If the office is CLOSED, put the keys and form through the drop slot in the middle of the glass front door.

If the office is OPEN, you may enter and drop them off on the counter when you come in (where you normally would pick up packages). We'll take it from there!

### **If you have LEFT ITHACA**

Put your keys in the small envelope from your move out packet that is pre-labeled with your name and apartment number.

Your Damage Deposit Return Form is due with your keys.

Confirm your mailing address on the form, and enter a new address if necessary.

If you do not have the pre-labeled key return envelope, please write your name and apartment number on the outside of any small envelope and put your keys in that.

If you do not have the Damage Deposit Return Form, you can print your own [Damage Deposit Return Address Form](#) or you can enclose a separate note with your name, apartment number, and mailing address.

Ship them to us at the address below. Make sure you use a tracking number. See the Tips section below.

If your keys are not due until 5 or more days *after* you mail them, you can use [USPS](#) and mail them directly from your home mailbox with your outgoing mail. Go to [USPS.com](#)>Mail & Ship> Click & Ship> Log in or sign up for an account> create label. Sending them by Priority Mail with USPS usually arrives within 5 days, has a tracking number, and costs less than \$10. Print the shipping label and securely tape it to the envelope.

If your keys are due within the next 2 to 3 days, you should upgrade your service speed and can use USPS, UPS, FedEx or any form of fast shipping. Express shipping rates usually start at about \$30-40 and up. Be sure to email us when you have shipped them and include the tracking number. Remember, if your keys are not *received* by the rental office by the last day of your lease, the lock change fees will be charged to your deposit.

**Shipping Tips:** Use a padded envelope. You can reuse an Amazon padded envelope or similar type of mailer envelope; just cross out or cover over the previous address label. Put the envelope with your keys and Damage Deposit Return Form or note with your mailing address inside the padded mailer envelope.

Use packing tape to securely close the envelope. Do not tape the keys to an index card, it sticks to the keys and makes them hard to use. Do not use a plain paper envelope with stamps. Plain envelopes get ripped open by the mail sorting machinery and the keys get lost, and you will be charged. Always use a tracking number and **KEEP** the tracking number until we have received the keys. You can also use a Priority Mail padded envelope or box from the post office.

Mail Keys To: Ithaca Renting Company  
119 Dryden Road  
Ithaca, NY 14850

Phone: (607) 272-3000  
E-Mail: [Collegetown@ithacarenting.com](mailto:Collegetown@ithacarenting.com)