

MOVE-OUT details



On behalf of the entire team, **THANK YOU** for making us your home this year! The time has come to say goodbye...but before you leave, there are a few things you should know to ensure a smooth move-out. Please read this information carefully and contact us if you have any questions!



when.

Your lease ends on **JULY 16, 2026, at 12:00 PM.**

It may seem far away, but it will be here before we know it, so make sure to start your move-out preparations early to avoid a *"JUST THROW IT IN A BOX, I'VE GOT 30 MINUTES"* moment!

I am moving out early:

If you are planning to leave before July 16, 2026, please come to the office to complete your move-out process. Damages are assessed for each room independently and associated with the resident(s) occupying that space. We'll determine the common area charges after all roommates have completed the move-out process and returned their keys to the office. Common area charges will be divided equally among all residents in the unit.

OR

I'm moving out on 7/16:

KEY RETURN. Your keys will expire on your lease end date, July 16, 2026. Please note our office will only be accepting keys from 9:00 AM to 12:00 PM on move-out day, so make sure everything is completely moved out of your unit no later than 12:00 PM. The sooner you are ready to move out, the sooner you can turn in your keys. Remember, delays may occur if there is a high volume of residents attempting to turn in their keys right at 12:00 PM.



IMPORTANT NOTE ABOUT EARLY MOVE-OUT:

We are happy to accommodate an early move-out, however, please note that an early move-out does not negate responsibility, financial or otherwise, for the lease term on your signed lease contract.



IMPORTANT NOTE ABOUT LATE MOVE-OUT:

If you have not completely moved out of your unit by 12:00 PM on July 16, holdover fees may be assessed to your account beginning promptly at 12:00 PM. To avoid additional charges, please ensure that all personal belongings are removed and all keys/fobs are returned prior to your move-out deadline. Any items left behind in the unit will be considered abandoned property and may result in additional removal or disposal charges.

MOVE-OUT

details



continued...

what.

- Return **apartment/bedroom key**
- Return **mailbox key**
- Return **parking hang tag** (if applicable)
- Provide a **forwarding address** to the office
- Provide a **forwarding email address** to the office
- Have a **\$0 balance** on your resident account
- Have **all personal items removed** from your unit
- Restore unit** to move-in condition (cleaning, etc.)

I will be in town to move out:

You will complete your move-out during regular business hours. **On July 16, our office will be accepting keys from 9:00 AM to 12:00 PM.** Please plan accordingly to make sure you don't finish moving out of your unit after the office is closed. If the office is not available at the time of your move-out, you are welcome to submit your returnable items through the mail using a **"Move-Out by Mail"** form.

(see over here) →

OR

I will be out of town:

If you will not be in town, you have the option of completing your move-out process through the mail. You will need to complete a **"Move-Out by Mail"** form. All of the conditions listed above must be met prior to you submitting the form. Your form and returnable item(s) must be received by the move-out date, **July 16**, to avoid missing item(s) charges. Due to the volume of residents moving out, we highly recommend you elect a return receipt from the mailing service (FedEx, UPS, USPS, etc.) to confirm arrival of your items in our office. We will be unable to confirm receipt over the phone or via email.

damages.

After your move-out process is complete, a unit inspection will be completed by an Aspen Heights staff member. Since our team works 'round the clock on move-out day, we cannot accommodate requests to schedule a specific unit inspection time. However, your original **Move-In Condition Form** will be carefully compared to the move-out inspection conducted by our staff to ensure that you are not charged for any pre-existing damages. Any damage to the unit not listed on your move-in inspection form will result in damage charges. Additionally, keep in mind that you will be charged for any damages found in your unit upon the move-out inspection conducted by our staff on or after **July 16, 2026**. All charges for damages are assessed based on the cost of labor and materials. Please refer to the list in this move-out guide for a detailed list of damage charges. If you choose to attempt a repair yourself, make sure to consult our maintenance staff about industry standards. If the repair is not up to standard, you run the risk of paying to have the work redone correctly.

MOVE-OUT details



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damages...cont.



TOP 5 MOST COMMON MOVE-OUT CHARGES:

- Paint damage** from LED light strips will result in a full room paint charge
- Damage from **pets** (carpet damage, animal smells, baseboard, etc.)
- Holes** in the wall larger than a photo frame nail + nails/screws left in the wall
- Trash removal + bulk items** (don't forget hangers, curtains, rods, + inside of drawers)
- Cleaning of **common areas** including microwave and ovens

ITEMS LEFT IN UNIT:

Aspen Heights Towson is not responsible for any items left in the unit. A **\$50 fee** per bag of trash will be charged to your account for the removal of personal items. Any personal furniture left in the unit will be removed at a minimum charge of **\$50, not to exceed \$150 per piece** of furniture. Any items left behind in the unit **after 12:00 PM on July 16, 2026** will be considered abandoned and will not be stored.



tips.

Don't forget to **remove all of your personal belongings from your home**, including items hung on walls, in drawers, cabinets, closets, and your laundry closet. Also, don't forget to check **UNDER** as well, especially appliances - stuff can roll under there! It's easy to overlook something, so **walk through each room carefully** as well as the perimeter of your home to ensure you have everything.

Rule of thumb: The home should be in the condition it was received at move-in or better.



MONEY MATTERS. Before move-out, make sure your resident portal balance is at \$0. Your final installment payment must be paid in full no later than July 5, 2026. Trust us — future you will appreciate not having lingering balances after move-out season.



ROOMMATE MEETING LOADING... NOW. Before everyone starts packing up and mysteriously forgetting whose dishes are whose, make sure you and your roommates discuss cleaning responsibilities and who is responsible for any damages in the apartment. If there are damages within the unit, the resident responsible must notify the office in writing prior to move-out. This helps us properly assign charges during the inspection process and avoids the classic "wait... who did that?" situation later.

MOVE-OUT details



continued...

tips...cont.



DAMAGE CHARGES ARE REAL. During your move-out prep, be on the lookout for damages that may result in charges after inspection. Taking care of minor cleaning and maintenance items before move-out can help you avoid additional charges once inspections begin.



WHERE DID THE COFFEE TABLE GO? Before move-out, make sure all common area furniture – coffee tables, end tables, chairs, barstools, and other shared items – are returned to the common area of the apartment. If you or your roommates borrowed shared furniture for your bedroom during the year, now is the time to bring it back. Missing common area furniture at the time of inspection may result in charges to the apartment.



LIGHTS, CAMERA, DOCUMENTATION. Staff members will not walk apartments with residents during move-out unless a walkthrough request is submitted to the office in writing prior to checkout. Due to the high volume of move-outs during turn season, we may not always be able to accommodate walkthrough requests.

Because of this, we strongly recommend taking detailed pictures and/or videos of your entire apartment before turning in your keys. Be sure to document bedrooms, bathrooms, appliances, walls, furniture, and common areas for your records prior to leaving the apartment.



TRASH MEANS ALL TRASH. Before turning in your keys, make sure all trash, trash bags, boxes, and unwanted items have been properly removed from your apartment and disposed of in the trash chutes or designated dumpsters onsite. Do not leave trash bags inside the apartment, outside your front door, in hallways, stairwells, or near trash rooms/chutes.

If our team has to remove trash, boxes, or abandoned items from your apartment after move-out, charges will be assessed to your account. Trash removal charges are \$50 per bag, and bulk item removal charges are \$150 per item.

To help make move-out easier, dumpsters will be available onsite leading up to and during move-out season for disposal of larger items. Please use the designated dumpster areas for bulk trash items. Leaving furniture or bulk items throughout the community may result in additional fines.



LET'S TALK ABOUT PAINT. Repainting is not required prior to move-out, as our painting vendor will complete paint work throughout the turn process where needed. However, residents may still incur paint charges depending on the condition of the walls at move-out.

If you choose to repaint or touch up walls prior to move-out, all paint must be matched to the apartment's original paint colors and completed in a professional manner.

MOVE-OUT details



continued...

tips...cont.

Please contact Sherwin-Williams and provide the exact area you are painting so the correct color and finish can be provided. Be sure to specify whether you are painting unit walls, ceilings, trim/doors, or kitchen and bathroom walls.

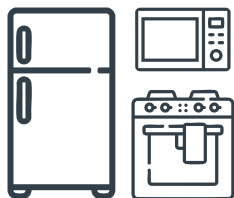
Residents are responsible for purchasing all paint and supplies needed for touch-ups or repainting. Property staff will not provide paint to residents. Please note that paint work that does not match the original color and finish, or paint work that is not completed in a professional manner, may result in additional paint or damage charges during the move-out inspection process.

Unit Interior

- **Bedroom + Common Area Walls:** Useful Gray #SW7050 (Satin)
- **Ceiling:** Ceiling Bright White #SW7007 (Flat)
- **Trim & Doors:** Nebulous White #SW7063 (Semi-Gloss)

Kitchen & Bathroom

- **Walls:** Useful Gray #SW7050 (Satin)



kitchen:

Before move-out, make sure all appliances and kitchen surfaces are thoroughly cleaned and free of food, spills, crumbs, and residue. Appliance cleaning charges can add up quickly during move-out, especially in commonly missed areas like ovens, microwaves, refrigerators, and dishwashers.

- REFRIGERATOR:** Remove all food and debris and clean the refrigerator and freezer
- STOVE:** Clean all obvious areas of the stove AND the exhaust fan filter (located above the stove)
- MICROWAVE:** Please remember to clean the inside and outside of the microwave
- DISHWASHER:** Remove all items and debris and wipe inside surfaces
- COUNTERTOPS + SINK:** Wipe down and clean countertops, sink and parts (stopper, strainer, faucet, etc.)
- CABINETS + DRAWERS:** Remove all items, wipe down the drawers and cabinets inside and out
- APPLIANCES:** Give a good sweep of the broom and mop under appliances + wipe down surfaces
- BARSTOOLS:** Make sure barstools are cleaned and free of dirt, stains, dust, and debris prior to move-out

***TIP:** run your dishwasher one final time with nothing in it to make sure it is nice and clean

MOVE-OUT details



continued...

tips...cont.



living room:

Before move-out, make sure all shared furniture and common areas are cleaned and free of trash, personal belongings, dust, and debris. Don't forget to check under cushions, furniture, and in corners where items are commonly missed during packing.

- SOFA/SECTIONAL:** Clean and vacuum the sofa thoroughly, including under the cushions and beneath the sofa. Make sure the sofa is free of stains, dirt, debris, and personal belongings
- FURNITURE + TV:** (Including (1) Coffee Table, (1) End Table, (1) TV Stand, (1) Chair, (1) 55" Smart TV) Make sure all common area furniture, including tables, seating, the entertainment stand, and TV, are cleaned and free of dirt, dust, stains, and debris
- BLINDS + WINDOWS:** All blinds should be dust free and in good working condition. Charges will occur for the replacement of any blinds that are broken unless noted on your move-in condition form



laundry:

Don't forget about the laundry area during move-out cleaning. Detergent spills, lint buildup, forgotten items, and trash are commonly missed during inspections, so make sure the washer, dryer, and surrounding area are cleaned out before turning in your keys.

- WASHER/DRYER:** Wipe down the inside and outside of the washer and dryer to remove residue, detergent buildup, and lint. Don't forget to remove all clothing and personal items from the machines prior to move-out.

bedroom:



Before move-out, make sure your bedroom is fully cleaned out and move-out ready. Forgotten items, dust buildup, and missed cleaning can quickly turn into additional charges during inspection, so give your room one final walkthrough before turning in your keys.

- PERSONAL ITEMS:** Remove all personal belongings, litter, and trash from the bedroom. Don't forget to check under the bed, inside drawers, and throughout the closet area for forgotten items
- FURNITURE:** (Including (1) Bed, (1) Desk, (1) Chair, (2) Stackable Dressers, (1) Nightstand) Dust, clean, vacuum, and spot treat
- CARPET:** VACUUM!! Don't forget to remove any stains that aren't noted on your Move-In Condition Form
- DOORS:** All doors should be properly attached, dusted, and wiped down

MOVE-OUT details



continued...

tips...cont.



bathroom:

Don't forget to give your bathroom one final deep clean before move-out day. Bathrooms are among the most frequently charged areas during inspections, so taking a little extra time to clean now can help you avoid additional charges later.

- SHOWER:** Thoroughly clean the shower and tub with a household cleaner (Don't forget to remove your shower curtain + rod rings)
 - TOILET:** Clean the toilet, inside and out
 - SINK + VANITY:** Clean the entire sink and counter with a household cleaner
 - MIRROR:** Please use glass cleaner
 - FLOOR:** Sweeping, vacuuming, and/or mopping to remove all dirt + debris
 - CABINETS:** Remove all personal items, wipe down the cabinets inside and out
-



the small stuff:

It's usually the small things that get missed during move-out inspections. Areas like blinds, windowsills, light fixtures, vents, baseboards, and leftover trash are some of the most common causes of cleaning charges during turn season. Taking a little extra time to check the details before turning in your keys can help you avoid additional charges later.

- TRASH:** Remove all personal items, litter and trash
- LIGHT FIXTURES:** Wipe down light fixtures and remove any dust buildup prior to move-out
- SMOKE DETECTORS:** Ensure smoke detectors remain attached, undamaged, and operable prior to checkout. Missing or damaged smoke detectors may result in additional charges.
- BLINDS + WINDOWS:** All blinds should be dust-free and in good working condition. Charges will occur for the replacement of any blinds that are broken, unless noted on your Move-In Condition Form
- BASEBOARDS + WINDOWSILLS:** Should be dust-free, wiped down, and clean
- FLOOR:** Sweep, vacuum, and/or mop to remove all dirt + debris
- WALLS:** Remove nails, hooks, tape, command strips, LED light strips, and décor from walls. Any holes, adhesive residue, or wall damage should be properly filled, patched, and painted back to the original color in a professional manner to help avoid damage charges



good questions.

DID YOU CHECK EVERYWHERE? Before turning in your keys, make sure all personal belongings have been removed from your apartment – and yes, we mean everywhere. Don't forget to check drawers, cabinets, closets, laundry areas, and under beds and furniture. Also, be sure to look under appliances too – things somehow always end up under there.

It's easy to overlook small items during move-out chaos, so we highly recommend doing one final walkthrough of your entire apartment before leaving. Don't forget to check walls for hooks, nails, or décor as well. The apartment should be fully cleared out and move-out ready before keys are turned in.



WHAT IF MY ROOMMATES ARE RENEWING OR MOVING OUT LATER THAN ME?

Don't worry – you do not have to wait for everyone in the apartment to move out at the same time.

However, please keep in mind that we will inspect the entire apartment during the move-out process, not just your bedroom. This includes shared spaces like the living room, kitchen, bathrooms, and any common area furniture.

We highly recommend communicating with your roommates ahead of time about cleaning responsibilities and apartment damages to help avoid confusion and potential charges later.



MY ROOMMATE DAMAGED SOMETHING IN THE COMMON AREA. HOW DO I MAKE SURE I'M NOT CHARGED?

If your roommate caused damage within the apartment, they must notify the office in writing (aspenheightstowson@assetliving.com) prior to move-out, stating that they are responsible for the damage.

If the responsible resident does not notify the office in writing, damage charges may be split equally between all roommates assigned to the apartment. We strongly recommend having these conversations with your roommates before move-out season gets hectic.



CAN I MOVE OUT AFTER 12:00 PM ON JULY 16TH?

Short answer: No. Please plan ahead.

Per your lease agreement, residents who have not fully moved out by 12:00 PM on July 16th may be charged holdover fees beginning promptly at 12:00 PM. Additional charges may also apply if delays interfere with vendor or contractor schedules during turn season. Continued occupancy beyond your lease end date could also result in eviction proceedings.



good questions...cont.



CAN I MOVE OUT EARLY?

Absolutely! You may move out at any time before your lease end date this summer.

However, moving out early does not cancel, terminate, or modify your lease agreement in any way. You are still responsible for your lease contract in its entirety through the end of your lease term.



WHAT IF I NEVER TURNED IN MY MOVE-IN CONDITION FORM?

Unfortunately, if your Move-In Condition Form was never submitted, we have no way to verify what damages may have existed prior to your move-in.

As outlined during move-in and within your lease agreement, the form was required to be completed within 48 hours of move-in. Because of this, any damages and/or cleaning charges found during the move-out inspection may be assessed to your account.



CAN I MAIL MY KEYS TO THE OFFICE?

Yes! If you plan to move out by mail, please complete the Move-Out by Mail form available on our website.

Be sure your keys, fobs, and any required items are received by our office no later than July 16th to avoid potential holdover charges.



HOW DO I FORWARD MY MAIL?

Please provide your forwarding address on your move-out checklist so we can send any final move-out documentation to the correct address.

Don't forget to also update your address with: USPS, Amazon, food delivery apps, banks and credit cards, any subscription services, etc. Any mail or packages received after move-out may be returned to the sender.



WILL A STAFF MEMBER WALK MY APARTMENT WITH ME FOR DAMAGES?

Staff members will not typically walk apartments with residents during move-out unless requested in writing prior to checkout. Due to the high volume of move-outs taking place during turn season, we may not always be able to accommodate walkthrough requests.

Once your keys have been turned in to the office, your move-out is considered complete. That means no going back for "one last quick clean," vacuum session, or forgotten item run — so make sure your apartment is fully cleaned out and move-out ready before returning your keys.

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the checkout.

So... the boxes are packed, the car is loaded, your parents are asking if you remembered everything, and you're *almost* ready to officially move out. Before you head out for the summer, there are still a few final steps that must be completed with the office to officially check out of your apartment.

Before beginning the checkout process, all personal belongings, trash, and unwanted items must be completely removed from your apartment, and the apartment should be cleaned and move-out ready. Any painted walls should be returned to the original color in a professional manner prior to checkout. Please remember that once you turn in your keys to the office, your move-out is considered complete. That means no going back upstairs for "one last quick clean," vacuum session, or forgotten item pickup.



All trash and personal belongings **MUST** be removed prior to checkout. Charges may be assessed for any items left behind, including trash bags, boxes, furniture, or abandoned belongings. Trash removal charges are \$50 per bag, and bulk item removal charges are \$150 per item. Be sure to double-check closets, drawers, cabinets, under beds, and common areas before leaving.



Once you are fully moved out and ready to check out, come to the front office to complete a move-out form and return your key fob, mailbox key, and parking hang tag, if applicable. Keys, fobs, and parking hang tags will not be accepted by mail or after checkout has been completed, and any items not returned at the time of checkout may result in replacement charges.



Our team will reference your Move-In Condition Form during inspections. If we do not have a completed form on file, any damages or cleaning charges found during the inspection process may be assessed to your account. Staff members will not walk apartments with residents during move-out unless requested in writing prior to checkout. Once keys are turned in, residents may not return to continue cleaning or removing belongings, so we strongly recommend taking pictures and/or videos of your apartment for your records prior to checkout.



If you do not want to take responsibility for damages, paint charges, or cleaning charges within the apartment, we must receive written documentation from the roommate accepting responsibility prior to or at move-out. This may be submitted as a signed typed letter or by email to aspenheightstowson@assetliving.com.



Please be prepared to pay any unpaid balances prior to move-out. After management assesses all cleaning and/or damage charges for your apartment, a Final Move-Out Statement will be emailed to both you and your guarantor (if applicable). Residents will have 90 days from the statement date to pay any outstanding balances and/or dispute charges **IN WRITING** with the office at aspenheightstowson@assetliving.com. Refunds should be issued within 45 days of account closeout. Accounts that remain unpaid after 90 days may be sent to collections through Southern Management Systems and may impact both your credit and your guarantor's credit.

MOVE-OUT charges



COMMON AREA

PRICING PER ROOMMATE

APPLIANCES		1	2	4
Refrigerator	\$900	\$900	\$450	\$230
Refrigerator Shelf Replace (each)	\$50	\$50	\$25	\$15
Ice Maker Replace	\$110	\$110	\$55	\$30
Refrigerator Replacement Parts + Acc.	\$20+	Varies	Varies	Varies
Dishwasher	\$300	\$300	\$150	\$75
Microwave	\$250	\$250	\$130	\$65
Stove	\$700	\$700	\$350	\$180
Stovetop Repair	\$250	\$250	\$130	\$65
Garbage Disposal	\$120	\$120	\$60	\$30
Washer (Stackable)	\$2,000	\$2,000	\$1,000	\$500
Washer (All-in-One)	\$1,500	\$1,500	\$750	\$380

COMMON AREA

Full Clean (Kitchen and Living Room)	\$125	\$130	\$65	\$35
Appliance Clean Only (each)	\$50	\$50	\$25	\$15
Door/Door Frame	\$250	\$250	\$130	\$65
Patio Door	\$90	\$90	\$45	\$25
Laundry Door	\$150	\$150	\$75	\$40
Counter Top (Repair)	\$100	\$100	\$50	\$25
Counter Top (Replace)	\$1,000	\$1,000	\$500	\$250
Cabinet Door	\$75	\$75	\$40	\$20
Drawer	\$75	\$75	\$40	\$20
Cabinet/Drawer Handle	\$40	\$40	\$20	\$10
Barstools (each)	\$100	\$100	\$50	\$25
Sectional	\$800	\$800	\$400	\$200
Cushion (each)	\$60	\$60	\$30	\$15
Chair	\$200	\$200	\$100	\$50
Upholstery Clean	\$70	\$70	\$35	\$20
Coffee Table	\$90	\$90	\$45	\$25
End Table Replace	\$70	\$70	\$35	\$20
TV Stand	\$105	\$110	\$55	\$30
Furniture Scratch (Small)	\$15	\$15	\$10	\$5
Furniture Scratch (Large 4+in)	\$30	\$30	\$15	\$10
Smart TV	\$450	\$450	\$230	\$120
TV Remote	\$15	\$15	\$10	\$5
Faux Wood Blinds	\$250	\$250	\$130	\$65
Window	Varies	Varies	Varies	Varies
Vinyl Repair/Replace	Varies	Varies	Varies	Varies

MISC

Kitchen Light Globe	\$90	\$90	\$45	\$25
Front Door Lock	\$250	\$250	\$130	\$65
Unit Deodorizing/Smoke	\$250	\$250	\$130	\$65
Treatment Smoke Detector	\$50	\$50	\$25	\$15

BEDROOM

BEDROOM

Full Clean	\$40
Mattress	\$250
Mattress Stain	\$50
Bed frame	\$190
Desk	\$160
Chair	\$90
Dresser Drawer	\$160
Night Stand	\$60
Headboard	\$150
Furniture Scratch (Small)	\$15
Furniture Scratch (Large 4+in)	\$30
Faux Wood Blinds	Varies
Window	\$400
Bedroom Door Lock	\$250
Door/Frame	\$250
Carpet Cleaning	\$40
Carpet Repair/Replacement	Varies

BATHROOM

Full Clean	\$60
Toilet/Shower/Sink Clean (only)	\$30
Bathroom Mirror	\$150
Vanity	\$500
Vanity Door (each)	\$60
Toilet Seat	\$35
Toilet Paper Holder	\$20
Towel Bar	\$35
Toilet	\$220
Showerhead	\$40
Tub Repair/Reglazing	Varies
Flooring Replacement	Varies

MISC

Light Fixtures	\$70
Smoke Detector	\$50

OTHER

Trash out (per bag)	\$50
Trash out (per bulk item)	\$150
Unit Deodorizing/Smoke Treatment	\$250

PEST CONTROL

\$150+	Varies
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MOVE-OUT charges



continued...

OTHER

Trash out (per bag)	\$50	\$50	\$25	\$15
Trash out (per bulk item)	\$150	\$150	\$75	\$40
Unit Deodorizing/Smoke Treatment	\$250	\$250	\$130	\$65
Duct Cleaning	\$500	\$500	\$250	\$130

PEST CONTROL

\$150+	Varies	Varies	Varies	Varies
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COMMON AREA PAINT/DRYWALL

1 Wall Paint	\$65	\$65	\$35	\$20
2 - 3 Walls Paint	\$180	\$180	\$90	\$45
Full Paint	\$250	\$250	\$125	\$65
Door Paint (each)	\$50	\$50	\$25	\$15
Drywall Damage (1in or less)	\$15	\$15	\$10	\$5
Drywall Damage (1 - 5in less)	\$50	\$50	\$25	\$15
Drywall Damage (5+in)	\$100	\$100	\$50	\$25

BEDROOM PAINT/DRYWALL

1 Wall Paint	\$50
2 - 3 Walls Paint	\$125
Full Paint	\$180
Door Paint	\$50
Drywall Damage (1in or less)	\$15
Drywall Damage (1 - 5in less)	\$50
Drywall Damage (5+in)	\$100

ASSIGNABLE ITEMS

Key Fob	\$50
Mailbox Key	\$25
Parking Hang Tag	\$100

*****Items not listed will still be charged back to the resident(s) for damage, repair, or replacement.*****

Please Note: These charges are intended to serve as general guidelines and are not all-inclusive. Actual charges may vary based on the extent of damage, cleaning required, vendor pricing, labor costs, and materials needed for repair or replacement. Items not listed may still result in charges based on the actual cost or best fair estimate at the time of repair.