



Showing Instructions and Move-Out Procedures

Your lease agreement authorizes RentWerx San Antonio to show the property for rent the last 30 days of your lease. We will place a sign in the yard, and place a key box on the property to begin showing the property to prospective tenants.

YOU DO NOT HAVE TO BE PRESENT AT TIME OF SHOWING!

A key box is a locked container in which a key to the property is placed. The key box can be opened with a special combination specific only to that particular key box, with the codes guarded by our staff and our security measures. This will allow **only licensed Realtors** either from RentWerx San Antonio, or other real estate companies to gain access to the property.

You may withdraw your authorization to allow a key box on the property by providing written notice to RentWerx San Antonio and by paying the Landlord a fee of One (1) month's rent as consideration for the withdrawal. RentWerx San Antonio will remove the key box after receipt of the notice is received, along with the required fee. Removal of the key box does not alleviate your obligation to make the property available for showings. *RE: Para 10 and 14 - Lease.*

RentWerx San Antonio may still show the property at reasonable times to prospective tenants.

Tenant understands that failure to allow for reasonable showings as well as not keeping the Property "showable", can constitute default of the lease, and the security deposit, in its entirety, may be forfeited for this reason.

We use Centralized Showing Service (CSS – 210.222.2227) to notify you of showings and to record who is showing the property and the approximate time they are showing it. Centralized Showing Service (CSS) will give you a courtesy call to inform you of each showing. A courtesy call means that they will give you a call but if they cannot contact you, the agent will still show the property.

Centralized Showing Service (CSS) will call the phone number that you have on file with the office to notify you of the approximate time when agent will be showing the property. If you would like CSS to contact you at another number, please call us immediately so we can properly notate it in our records.

Centralized Showing Service will record if you deny or cancel showings.

Do not lock the keyless deadbolt on the front door. If there is a security system, call our office to confirm that we have the correct security code.

The Lease Agreement also requires you to secure your pets or remove them from the property if they would interfere or prohibit showings.

Tenants will be charged trip charges or even lose their entire deposit if they prevent or prohibit showings.

Do not allow any prospective residents in your home unless they are accompanied by their real estate agent, or a staff member from RentWerx San Antonio. If they show up unaccompanied by an agent - refer them to our office to make arrangements to see the property. If you have any questions call our office. 210.497.8686.

PREPARING FOR MOVEOUT

1. You must provide the office a complete Forwarding Address.

2. TURN OFF ALL AUTOMATIC RENTAL PAYMENTS!

3. All Keys, Garage Door Openers and Gate Remotes, Etc. must be turned in either by our [Optional Lockbox Move Out program](#) (Clickable Link) or in person at our office, by the expiration date of the lease agreement. Post Office keys: If mailbox keys were originally issued by the Post Office, should be turned in to the Post Office with a change of address notice.

4. We will conduct a final move-out inspection after surrender of the home.

The property manager will compare the move-in pictures with the move-out pictures along with your move-in check list, and the reports from the maintenance personnel after you move-out to determine if there will be any charges against your security deposit.

We do not do move out inspections with tenants present at the property.

5. Utilities must be on during the inspection. If the Utilities are not on for the move-out inspection, tenants will be charged a \$85 trip charge. Any delays caused by the Utilities not being turned on will delay the return of your security deposit.

6. Tenants are not permitted back on the property after vacating and surrendering.

7. Call utility companies and arrange for final readings. (Remember: Utilities must be left on for the move-out inspection).

The following suggestions & helpful reminders are listed to ensure the maximum return of your security deposit. Also here are some helpful reminders of items that many people overlook or forget upon vacating. Please use this checklist as a guideline.

The condition of the property will be evaluated according to, but not limited to, the following:

INSIDE:

1. All personal belongings must be removed from the premises.
2. PAINTING: Please remove all nails – DO NOT PATCH, SPACKLE OR SPOT PAINT NAIL HOLES, or touch up paint without approval. If you paint & it does not match or if you do a poor job of filling holes, you will be charged for necessary painting to match the existing paint or to redo spackling. Charges for excessive damage to the walls will depend on length of time in the property and whether it exceeds normal wear & tear.
3. CARPET CLEANING: **DO NOT CLEAN CARPETS! Vacuum the Carpets.** One of the biggest issues we run across is when a tenant turns over a home to us and the carpets were “cleaned” by renting a Rug Doctor from HEB. This is not considered an acceptable carpet cleaning, but by definition, used to meet the requirements. Tenant may make arrangements for our professional cleaning services to help facilitate their full security deposit refund. Tenants are encouraged to sign up for our [\\$595 CLEANING SERVICE](#) (Clickable Link).
4. Clean vinyl, wood and/or tile flooring. Clean and dust all baseboards.
5. Clean or replace Air Conditioner filters with pleated filters as you vacate the home.
6. Walls, baseboards and ceiling must be cleaned and free of cobwebs and lint.
7. Clean fireplace, hearth and mantle, remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing.
8. Clean ALL wall switch plates and outlet covers.
9. Clean ALL windows inside and out, clean window sills, mini-blinds and vertical slats.
10. Clean mirrors, windows, and sliding glass doors with glass cleaner. Also clean window and sliding glass door tracks.
11. Clean ceiling fans and light fixtures - Replace burned out or missing light bulbs, be sure to use the correct wattage and type. Replace broken globes. Make sure the ceiling fan blades including the top and light kits are clean. Also check the ceiling surrounding all fans. Often dust has gathered by the fans and adheres to the ceiling. One of the easiest ways to clean this is to lightly sweep the ceiling with a broom.
12. Smoke alarms must be operative. Replace batteries as necessary.
13. Clean ALL closets, storage spaces and shelving free of dust, spider webs and miscellaneous debris.
14. KITCHEN: Clean Kitchen appliances inside and out, replace burned-out light bulbs:
 - A. Clean oven, stove and under drip pans. If the drip pans and rings on the range are not clean and in like-new condition, it would be more economical for you to replace them yourself, rather than to be charged for them. Foil covering drip pans is not acceptable.
 - B. Clean oven/range hood vent including filter.
 - C. Wash out refrigerator and compartments, including freezer. Don't forget to wash off the top exterior of the refrigerator and clean the rubber gasket around refrigerator and freezer door. Clean bottom vent.
 - D. Clean dishwasher. Run empty dishwasher one last time. Use the normal amount of soap you would use for a full load. Wipe down the gasket and the door and do the surrounding areas.
 - E. Be sure garbage disposal is clean and free of debris. (Do not use fingers to check) Return/replace sink stoppers.
 - F. Clean all countertops, cabinets and drawers.
 - G. Clean all cabinets, inside and out.
 - H. Clean all drawers, inside and out.
 - I. Clean sinks, faucets and countertops. Return stoppers to sink.

15. BATHROOMS:

- A. Clean counter tops, sink(s), soap dishes, tiles, fixtures, tub and/or showers. Be certain they are free of mold/mildew, soap scum, scale and rust.
- B. Clean mirrors, light fixtures and medicine cabinets.
- C. Clean all cabinets and cabinet drawers – inside and out.
- D. Clean toilets inside and out and remove all lime deposits. Clean toilet seat surfaces, top and bottom.
- F. Mop or vacuum flooring.

OUTSIDE:

1. Lawns must be neatly mowed and edged, trees and shrubs trimmed or pruned, yard watered and all trash and debris removed.
2. Any animal droppings are to be picked up and disposed of.
3. All trash and garbage must be removed from the premises (including curbside). If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away.
4. Replace damaged screens and windows.
5. Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.
6. Repair any pet damage and spot treat carpets as needed with pet deodorizer.
7. Clean outdoor light globe(s), replace burned out or missing light bulbs.

If you hire a professional cleaning service you should provide them a list of what we expect, and ensure they complete the work. Hiring a professional cleaning service (maid service) will not guarantee the home is clean.

Follow the above instructions carefully. If the house does not meet the prerequisites after the inspection, applicable charges will be made with no exceptions.

Tenants are not permitted back on the property after vacating.

MOVE-OUT PROCEDURES

Now that you are moving out, your lease agreement requires that you leave the property in a clean and undamaged condition. We have every intention of returning your security deposit as long as you have fulfilled your agreement with us.

The following information is provided to help you get your security deposit returned without any misunderstandings:

1. According to the terms of your lease, RentWerx San Antonio has 30 days to return your security deposit once you surrender the home and provide a forwarding address. Security deposits will be mailed to the forwarding address left with the office within 30 days.
2. Remember to CLEAN your rental property inside/outside to avoid any charges against your deposit. Refer to the Move Out Checklist for further information.
3. Cooperate with showings of the property for sale or rent, keeping the home in a presentable condition. Your lease agreement authorizes us to place a keybox on the home, containing a key to show the property, during the last 30 days of your lease or at any time the Landlord lists the property for sale. You may withdraw the authorization to place a keybox on the property by providing written notice and paying 1 month's rent as consideration for the

withdrawal. Landlord will remove the keybox within a reasonable time after receipt of the notice of withdrawal and payment of the required fee.

If agents are denied access or are not able to access the property because of tenant's failure to make the property accessible, tenant will be charged a trip charge of \$85.00.

OPTIONAL: Move Out with Lockbox Access

With this optional program, tenants may surrender the use of their home by leaving all keys and remotes on top of the kitchen counters and by then sending an email to our office indicating they have surrendered the home and vacated. There is a charge of \$25.00.

To sign up for the Optional Lockbox Move Out:

<http://rentwerxsa.com/optional-lockbox-access-programs/>

Or – Click this Link: [OPTIONAL LOCKBOX MOVE OUT FORM](#)

SECURITY DEPOSIT FAST RETURN: In accordance with the lease agreement and Texas Property Code, the property manager has 30 days from lease end to account for the security deposit in writing. **As an optional program – RentWerx San Antonio can offer a 10 Day Fast Return for \$75.00** to be completed within 10 calendar days from the date of surrender.

Rental Verifications:

We often receive requests from mortgage companies and other landlords wanting a rental verification of a tenant's rental history. Usually they want this information filled out and returned to them immediately. We are happy to comply; however, we require a \$25.00 processing fee in order to cover the costs and time associated in performing this service.