



PROFESSIONAL PROPERTY MANAGEMENT • SALES • INVESTMENTS

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www.MHNProperties.com

## Showing and Move-Out Procedures

### Common Questions Regarding Showings:

**Q: Who will be coming into my home?**

A: Prospective tenants with a REALTOR. *Please make sure MHN has your alarm code if you use one. Thanks.*

**Q: How will I know about it?**

A: Centralized Showing Services (CSS) will call you to confirm the appointment. You will be given a 1 hour notice. *Please note: denying a showing will incur a \$75 fine.*

**Q: Do I have to leave during a showing?**

A: No, it is still your home. If you are home, please allow free access to the REALTOR and their clients.

**Q: When will they come?**

A: Prospective tenants and their REALTORS will come during daylight hours starting the last month of your lease. The showings will continue until your home is rented.

**Q: How will they get in?**

A: A SUPRA key box will be placed on your property. Only REALTORS can access the box ONE TIME per scheduled appointment with their electronic SUPRA key.

**Q: What do I need to do?**

A: Leave the top deadbolt unlocked so that REALTORS can access the property. We know you're in the process of packing up, but please keep the property as tidy as possible.

**Q: Do I have to show the home if someone knocks on my door requesting to see it?**

A: Empathically NO. Advise them to call MHN Properties to set up a showing with a REALTOR.

**More questions? Call MHN at 210-402-9696. Thanks!**

### How to get my security deposit back:

#### NEW FREE SERVICE: MOVE OUT THE EASY WAY

To reduce the hassles associated with moving, MHN is now arranging the cleaning required in your lease at no additional charge.

To take advantage of this offer:

1. **Prepay** for cleaning, carpets and *(if required)* pest control with your last month's rent.
2. **MHN will arrange** for these services (required in your lease) after you move out. No worries to you!
3. We request a standard **\$500 prepayment**; however all homes are different sizes and states of cleanliness. If the carpet/ cleaners/ pest *(if required)* is less than \$500, you will be refunded the difference with your security deposit. If the cleaning exceeds this amount *(due to dirty filter, burnt out bulbs, difficult carpet stains, etc.)* the remainder of the bill will be paid out of your security deposit.
4. You will **see all the accounting** when you received your security deposit at the address you provided on your 30-day move out form.

#### THE DO IT YOURSELF WAY

1. Arrange for the MHN approved vendors to clean your home, the carpets and, if required, do pest control.  
*If you choose to use non MHN approved vendors and you don't pass inspection, you will pay for cleaning again from your security deposit.*
2. Pay the vendors at time of service.
3. Make sure all service is performed before the end of the lease.
4. Bring the paid invoices with you to MHN office when you turn in your keys.  
*Failure to provide paid receipts could end to you paying for an additional cleaning/ pest control from your security deposit.*
5. If do not prepay for service nor provide completed invoices with your keys in the MHN office, you will be assessed a \$100 coordination fee as per your signed tenant acknowledgements.

## **How to get my security deposit back (con't):**

- Remove all personal belongings from the home.
- Remove all trash from inside and around the home.
- Remove all nails (*do not paint and spackle*)
- Return all keys, garage door openers and paid invoices to the office on or before the last day of your lease
- *3 times the daily prorated rent is charged past the lease end date until keys are received*
- Keep utilities on until the end of you lease (\$150 fee for failure to maintain utilities plus \$75 trip charge for inspection or service that could not be performed due to lack of utilities.)
- Mow, edge and water the lawn. Trim or prune trees. Remove debris.
- Replace damaged windows and screens.
- Mailbox keys should be turned in to the Post Office with a change of address notice.

*Tenants are not allowed back on the property after vacating it, i.e. turning in keys and garage door remotes.*

*After you vacate the property, MHN will do a detailed **property inspection**. Although you may request to be present during the inspection, the photographer cannot give you any information or answer your questions. If you schedule to be at an inspection and don't show up at the appointed time, you forfeit your right to be present. These photographs will be compared to those taken immediately before your move in orientation, your move in checklist, and your maintenance requests in order to determine which, if any, charges will be made against your security deposit.*

**Your security deposit will be processed in 30 day or less from the end of your lease agreement and sent via USPS to the address you provided to the office.**

**Security Deposit Refunds cannot be picked up in person.**

**Thank you for being an MHN Tenant and we wish you the best with your move!**

## **Additional Helpful Information**

### **Am I required to have a key box?**

You may withdraw your authorization to allow a key box on the Property by providing written notice to MHN Property Management and **paying the Landlord a fee of 1 month's rent** as consideration for the withdrawal. MHN Property Management will remove the key box within a reasonable time after receipt of the notice of withdrawal and payment of the required fee.

→ *Removal of the key-box does not alleviate your obligation to make the property available for showings. (Paragraph 14 of Lease Agreement)*

### **What is Centralized Showing Service (CSS)?**

Centralized Showing Service is a service that records who is showing your house and will notify you beforehand. CSS will give you a courtesy call to inform you of each showing; however, even if you cannot be contacted, the house will be shown. In addition, CSS will record if you deny or cancel showings.

*In order to be properly notified, please make sure we have your preferred number.*

- Do not lock the keyless deadbolt on the front door.
- If you use a **security system**, call the office to confirm that we have the **correct security code**.
- Secure your pets or remove them from the property if they would interfere or prohibit showings.

### **When will I be charged a \$75 fine?**

- If you deny a showing
- If you cancel a showing
- If the property is inaccessible for a showing
- If your pets prevent or prohibit a showing

### **How will I loose my security deposit?**

- If you fail to keep the property presentable for a showing
- If you fail to allow reasonable showings.
- To repair damages to the home beyond normal wear and tear

## **OPTIONS FOR CLEANING THE HOME**

**Best Option:** Prepay for professional home cleaners, carpet cleaners and pest (if required) with your last months rent. Relax, after you've removed your belongings and all trash/ debris/ dog droppings; you're done. WHEW WHO!

**Next Best Option:** Use vendors who guarantee their work to MHN standards. **(List provided upon receipt of 30-day notice)** Arrange first for the professional cleaning and then professional truck-mounted carpet cleaning. Make sure all your belongings are cleared out of the home before the cleaners come. **Pay vendors directly.** Turn in paid invoices on or before the last day of your lease at the MHN Office along with your keys and garage remotes.

**Not Recommended:** Hire a cleaner that is not on the approved MHN providers list. (Tell them this is a "make ready clean" and provide them our list of expectations below.) ***Failure to pass MHN Inspection will cause you to be charged for professional cleaners, plus a \$100 make ready coordination fee.*** Unlike vendors we have a relationship with, we cannot send back the vendor you chose to fix the items they missed. We'll have to send one of our vendors and you'll pay for cleaning again. If only a few items are missed, you will be charged per item (list on last page).

**Not Recommended:** You do have the right to clean the home yourself. To help you, please reference the MHN cleaning expectations detailed on the next pages. ***Failure to pass MHN Inspection will cause you to be charged for professional cleaners, plus a \$100 make ready coordination fee.*** You will still need to pay for the carpets to be professionally cleaned. (What are the odds? In the 11 years of business, approximately 3 tenants have cleaned the home themselves and passed the MHN inspection. ) If only a few items are missed, you will be charged per item (list on last page).

## **A NOTE ON TRASH**

The home, garage, patios, walkways, driveway, sidewalk, yard must be cleared of any trash, unwanted items, debris, pet droppings, litter, oil stains or excess garbage. If the items you leave at the home exceed what fits in your provided trashcan, you are responsible for hauling them away. You will also need to rinse out your trashcans and leave them empty and inside the garage.

## **RENTAL VERIFICATIONS**

We often receive requests from mortgage companies and other landlords wanting a verification of a tenant's rental history. They usually want this information filled out and faxed back to them immediately. We are happy to comply. If you are a current resident or have been within the past 12 months we require a \$20.00 processing fee in order to cover the costs and time associated in performing this service. If you are a past resident beyond a year the fee is \$30.00.

## **WHEN LEAVING THE HOME**

After you have cleared out all your personal belongings and removed all trash, unwanted items and debris, please make sure the thermostat is set to 79° in the summer, 55° in the winter, all windows are locked and that ***the keyless deadbolt is unlocked.***

# MHN CLEANING EXPECTATIONS

## INSIDE HOUSE:

### **Throughout House**

Baseboards	Wipe down and remove stains on all baseboards in all rooms (kitchen, bathrooms, bedrooms, closets, corners, etc)
Windows	Clean tops of windows, wooden sills, window tracks, frames and glass
Blinds	Wipe down blinds with damp clothe
Light Fixtures	Remove and clean (no bugs). Replace bulbs if needed. <i>See pricing below; specify room in invoice</i>
Fans	Wipe free of dust, including on top of blades and around lights.
Carpets	Vacuum only.
Cobwebs	Sweep cobwebs away from ceiling, corners and windowsills.
Floors	Mop; remove all loose dirt Clean scuff marks with Magic Eraser or shaving cream
Cabinets/ Drawers- clean	Inside, outside, above all cabinets and their interior shelves
Cabinets/ Drawers- oil	Wipe down outside with lemon oil
Light Bulbs	Change out or all nonfunctional bulbs Make sure bulbs are the appropriate shape, size and wattage to match other bulbs Clean any exposed blubs. Example: Vanity mirror bulbs
Air Conditioning Vent Covers	Clean all air grates
Doors	Including tops, door jams, crevices of textured doors
Closets	Floors, shelves, baseboards
Outlets/ Light Faceplates	Clean; Replace if cracked or broken. <i>See pricing below.</i>
Any Flat Surface	For example: top of water heater, top of thermostat, security system, etc.

### **Bathroom**

Tubs, Sinks, Counters	Remove ALL hard water and/ or mold with a cleaner such as Lime Away Clean faucets and shower heads.
Toilets	Inside and out
Cabinets/ Drawers- clean	Inside, outside, above all cabinets and their interior shelves
Cabinets/ Drawers- oil	Outside; with lemon oil
Mirrors	Clean, no streaks
Towel racks & other fixtures	Wipe down any other fixtures in the bathroom

### **Kitchen**

Oven	Remove all interior grease, burnt remnants, grime. Scrub racks.
Stovetop	Includes drip pans and underneath drip pans. If drip pans cannot be cleaned, replace them. <i>See pricing below.</i>

Microwave	Clean inside and out. Make sure fan is cleaned as well.
Sink- stainless steel	Use stainless steel cleaner. Remember facets and knobs.
Dishwasher	Run empty with lemi-shine (available at HEB)
Fridge (if applicable)	Clean all shelves, drawers and remove bottom grill and vacuum out
Cabinets/ Drawers- clean	Inside, outside, above all cabinets and their interior shelves
Cabinets/ Drawers- oil	Outside; with lemon oil

### Miscellaneous

Air Filters	Reusable: Clean Disposable: Replace with new pleated filter. <i>See pricing below.</i>
Stairs	Vacuum or sweep and mop
Garage	Sweep floor and hose out. Sweep off back of door where cobwebs and dirt collect.
Fireplace	Remove all ashes. Vacuum out.

### OUTSIDE HOUSE:

Windows	Clean outside of all windows. For outside of 2 <sup>nd</sup> story windows: Use a cleaner that affixes to a hose and hose down the outside windows and screens.
Patios	Sweep out and hose down <b>both</b> front and back patios.
Doors	Scrub off all outside doors.
Lights	Remove globes, clean, empty of bugs, replace bulbs in needed
Grass	Water, mow, edge
Shrubs/ Trees	Trim, tenants are responsible for trimming up to 7ft
Flower beds	Weed, water, etc
Pet droppings	Remove

### BEFORE LEAVING:

Windows	Close and lock
Exterior Doors	Close and lock
Thermostat	Reset to appropriate temperature (Summer: 79°; Winter: 55°)
Lights	Turn off.

# POSSIBLE CHARGES TO THE SECURITY DEPOSIT

## GENERAL CLEANING CHARGES:

Bathtub	\$50
Carpet	\$200+
Ceiling Fans	\$40+
Counters/Cabinets	\$25 each
Dishwasher	\$50
Drawers	\$20 each
Fireplace	\$50+
<i>Does not include chimney</i>	
Floors	\$75+
Freezer	\$50
Furniture Removal	\$125+
Garage	\$100+
Mini-Blinds (each)	\$40+
Mirrors	\$5 each
Oven or Stove	\$75+
Patio	\$30+
Refrigerator	\$75+
Sinks (each)	\$10+
Sliding Glass Door	\$25+
Toilet	\$30+
Trash Removal: Exterior	\$100+
Trash Removal: Interior	\$100+
Vent Hood	\$35+
Vertical Blinds	\$35
Walls (per wall)	\$35+
Windows and Tracks	\$35+ ea.
Windows	\$10 each
Dog poop	\$100+

## DAMAGE/REPLACEMENT CHARGES:

Battery for Smoke Alarm	\$10+
Blind Wand	\$5+
Door Replacement	\$200+
Drip Pans (all 4)	\$75
Light Bulbs - Specialty	\$15+/each
Light Bulbs- Normal	\$3+/each
Light Fixtures	\$100+
Light Globes	\$25+
Mini-Blinds	\$75+
Oven Rack	\$50+
Reinstall Doors on Track	\$40+
Screens	\$55+
Switch Plates	\$5+
Toilet Seat	\$40+
Tub stopper/Drain covers	\$20+ each
Vertical Blinds	\$100+
Vertical Slats	\$15 each
Window	\$200+

### **Service call / Trip Charge \$75**

*These minimum charges are subject to change at any time without notice.*

### **COST AND LABOR WILL BE CHARGED FOR:**

Counter Repair	Carpet Replacement
Vinyl Replacement	Drywall Repair
Painting	Mow and Trim Lawn
Trim Shrubs	Trim Trees



**Keith Miller, GRI, Broker**