

MLS Showing Instructions

Electronic Door Lock/Lockbox Description

Main Street Renewal (MSR) homes use either a Rently lockbox or Oaks Bluetooth lock, which uses a specific code to provide entry to the home. If you have any questions regarding the property, application process, status of your clients application contact Main Street Renewal Houston Branch at **(832) 803-0700**. If you are at the property and have access issues call **321-684-6322** – Monday to Sunday 8:00 am -5:30 PM CST or email houstonleasing@msrenewal.com. Applicants can inquire regarding their application at **(512) 212-7539**.

Electronic Door Lock/Lockbox Instruction

Registration/First Time Calling from a New Mobile Device

1. Dial **(888) 889-8357** from your mobile device that needs to be registered. **Do not call** the number on the sign under the box as that is for prospective renters.
2. When prompted, dial **80969#**. Do not provide this code to clients as this is for agents only.
3. Next, dial the Rently Serial Number and dial **#**. This is found on the top of the lockbox.
4. When you are ready to leave the home or property, please be sure to secure the home or property.

Calling from a Registered Mobile Device

1. Dial **(888) 889-8357**.
2. Dial **1#** if you need access to a lockbox for the MSR market that your mobile device is registered with.
 - a. If you need to access a lockbox for a different MSR market, dial **2#** and follow the instructions for [Registration/First Time Calling from a New Mobile Device](#).

Property Access Times – this property can be accessed during this time only - Monday to Sunday 8:00 am ~ 8:00 pm CDT

Application Process

Qualification requirements, application information and our pet policy are available on our official website. Applications must be submitted through our official website at <https://www.msrenewal.com>.

- Main Street Renewal only accepts applications through the online portal
- All prospects may apply online at <https://www.msrenewal.com> by searching for the property and clicking on Apply Now.
- While there are no applicable sections on the application for an agent, please advise your client to specify that they used an agent during the application process once the branch leasing team confirms their application
- Alternatively, an agent may email us at houstonleasing@msrenewal.com with the name of the client and that their application has been submitted.

Broker/Agent FAQ

- What is the standard commission rate?
 - The commission is on the MLS listing, one time charge not to exceed one month rent and paid within 30 days after the resident's move-in date.
- What document is required for payment?



- o Real estate agents and brokers must provide their completed and signed Form W-9 and it must be dated with the same year as the move-in date. Please complete the information on the [Commission Request](#) form or submit an invoice with all the information required to pay your commission. For questions regarding your invoice, please call (321) 684-6322.