

TexasRenters.com Agent Instructions

Thank you for considering our listing for your client's next home. We'd like to answer some common questions to help you with the process.

Showing and availability to show

All of our homes are scheduled through ShowingTime. Some of our homes are still tenant occupied and may have advance notice requirements or limited showing times. Please check via showing time to schedule in advance. We cannot approve exceptions to showing times on occupied properties, as we have already negotiated standing showing time instructions with the Tenant.

Available move in date

Some homes may be listed well in advance of their available date, so please make sure to check the available date listed on the MLS before instructing your client to apply. Applications with a desired move date more than 2 weeks past the available date may not be approved.

Contacting the office

Email communication is best! Please use leasing@texasrenters.com for general questions. Please use applications@texasrenters.com for applications currently in process. If you do call the office, please note that the leasing office is option 5 and the applications department is option 4.

Please leave feedback on our listings when you show, but please don't present specific questions in the ShowingTime feedback feature. You will get a faster response if you email leasing@texasrenters.com

Qualification guidelines and screening apps

Our full qualification guidelines are uploaded to the MLS attachments and displayed on our website <https://www.texasrenters.com/wp-content/uploads/2022/07/Texas-Renters-Selection-Criteria-1.pdf>

Our guidelines are very specific so please review them with your client. We do not preview apps or self-sourced credit reports. The qualification guidelines posted will answer most questions you or your client may have.

Apps process

We have a fully online application. Your client will have an opportunity to list you as their agent. They will also be able to upload their pay statements and supporting documentation within the application.

Please do not email the TAR form.

Here's the direct link to the application:

<https://app.propertyware.com/pw/application/#/tenant/houstonpropertymanagement>

We process applications during business hours, M-F 8:00am- 5:00pm (holidays excluded) Agents are included on all email communication so you'll be aware of any steps needed to continue processing. Email communication is best, please reach out to applications@texasrenters.com for questions and updates through the application process.

When starting the application your client does not have to search for the subject property within the website, they go directly to the application and enter the property address when prompted. If the home is active on the MLS it is accepting applications.

Pets

Pets require a minimum of a \$500 refundable deposit and \$25 per pet per month pet rent. Our pet restrictions do vary by listing, and many are subject to final owner approval. If you have a puppy, expect a much higher pet deposit.

Lease term requirements

Most of our homes require a lease term of one year, however our larger homes that are 4+ bedrooms must have lease expirations from April through July so they may require a slightly longer or shorter lease term.

Lease signing process

We use DocuSign to complete lease agreements. The tenant's agent is included as a signer and an ABB is included in the lease agreement DocuSign package. You will receive an executed copy automatically once all parties sign.

Move in day procedures

Our office will contact your client 1-2 days prior to their lease start date to set up an appointment for them to pick up keys. New tenants must bring with them their first full months' rent, cashier's check and proof of renter's insurance and utility confirmation. Insurance and utility documentation can be sent beforehand to applications@texasrenters.com There is a one-time lease set up administrative fee of \$99 charged to the tenant upon lease commencement.

Commission payments

Please send your office W9 and a pdf copy of the mls listing to pa@texasrenters.com upon lease execution. We process commissions bimonthly. Checks are mailed to the address on your office W9. Checks are cut on the 1st and 16th (or next business day) and the cut off dates for processing are the 25th and 10th. Payments are made per the ABB terms, which means that the first full month of rent and the pro-rated rent have been paid by the Tenant.