

## MLS Showing Instructions and Property Information

Property is still available with no approved application if the home is still available on the Main Street Renewal website [www.msrenewal.com](http://www.msrenewal.com) and your applicant is able to apply for the home. Home is first come, first serve. Additional questions regarding the property or status of your clients' application must be directed to the Main Street Renewal Houston Branch leasing team at (346) 297-1788 or email [houstonleasing@msrenewal.com](mailto:houstonleasing@msrenewal.com). If you are at the property and have access issues call (855) 206-8983.

### Electric Door Lock/Lockbox Instructions

Main Street Renewal (MSR) homes are **Go and Show** and use either a Rently Blue/Oaks Bluetooth electronic lock (Installed on the door) or Rently lockbox (Hanging Lockbox), which uses a specific pin code to provide entry to the home. As a realtor you are provided an exclusive pin code to access the property. **Please do not share this pin code to your clients.**

### 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.

### 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. If you are having issues accessing the property, please call (855) 206-8983.



## Application Process

Applications must be submitted through our official website at <https://msrenewal.com>. [Qualification requirements](#), [HCV Qualification Requirements](#), [application information](#) and our [pet policy](#) are available on our official website.

- 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](mailto:houstonleasing@msrenewal.com) with the name of the client and that their application has been submitted.

## Broker/Agent FAQ

MSR properties can be self-toured by the applicant without agent assistance and as the agent you will be eligible for the referral as long that applicant has indicated that they have worked with an agent, and it has been notated on their application. Your clients can follow the self-tour process on the [website](#).

- What is the standard commission rate?
  - The commission/referral rate is on the MLS listings, one time charge not to exceed one month rent and paid within 30 days after the resident's move-in date and all required documents to process the invoice has been received.
- What document is required for payment?
  - 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 to [MLSlisting@msrenewal.com](mailto:MLSlisting@msrenewal.com). For questions regarding your invoice or your commission, please call (855) 206-8983.
  - Real estate agents and brokers interested in ACH option offered by Main Street Renewal, LLC will need to complete a one-time enrollment process which is facilitated by the Leasing Customer Service Team and managed by Main Street Renewal Vendor Management. An ACH authorization form will need to be completed and submitted with Brokerage Bank account routing information and verbally verified. Please select payment option on the Commission Request form. For questions regarding ACH, please call (855) 206-8983.

## ACH Payment

ACH Payment offers a paperless billing solution in the form of Authorization Agreement for Direct Deposit (ACH). The ACH referral fee commission payments are processed faster than paper checks due to delivery method. A one-time set up will be required and facilitated by our Leasing Customer Service team. ACH Payout takes 3-5 business days for your payment once it has been processed. To enroll in this payment option, select the option in the Commission's Request form.