



Professional Property Management, Sales and Investments

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MHN Property Management, LLC. Showing Instructions and Move –Out Procedures

SHOWING INSTRUCTIONS

Your lease agreement authorizes MHN Property Management, LLC. to show the property for rent the last 30 days of your lease. We may place a sign in the yard. We will place a key box on the property and begin showing the property to prospective residents.

If you cannot be present at the time of showing, we will use our key in the key box.

Important!

Do not allow any prospective residents in your home unless they are accompanied by their real estate agent.

What is a key box?

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 thereby enabling MHN Property Management, LLC. representatives and cooperating brokers to gain access to the property.

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 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**.

When will I be charged a \$50 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 lose my security deposit?

- If you fail to keep the property presentable for a showing
- If you fail to allow reasonable showings.

PREPARING FOR MOVE-OUT



1. You must provide the office a complete **forwarding address**.
2. All **keys, garage door openers and gate remotes**, etc. must be turned in by the expiration date of the lease agreement or *pro-rated rent will be charged daily* until they are turned in.

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.


3. We will conduct a final move-out inspection **after all furnishings have been removed and all CLEANING completed** and the *keys are turned in* to MHN Property Management. The purpose of the final move out inspection is to document the condition in which you leave the property.

We will send out a photographer to do move-out pictures. He/She will not be able to tell you what charges will or will not be charged against your security deposit.

If you wish to be present during the move-out inspection, please call us 5 days in advance of your desired inspection date to schedule an appointment. **Appointments will only be made after the keys have been turned into the office.** Move-out inspections are performed *Monday through Friday, between 10am and 4pm*, except on holidays. If the property is not ready for inspection at the appointed time and the photographer is required to make another trip or appointment, you will be charged \$50.

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

4. **Utilities must be on during the inspection.** If the Utilities are not on for the move-out inspection, tenants will be charged a \$50 trip charge. Any delays caused by the Utilities not being turned on will delay the return of you security deposit.
5. **Tenants are not permitted back on the property after vacating.**
6. **Call utility companies and arrange for final readings.**
Remember: Utilities must be left on for the move-out inspection.



The following suggestions and helpful reminders are listed to ensure the maximum return of your security deposit. Please use this checklist as a guideline for preparing your house for the move out inspection.

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

INSIDE THE HOUSE



1. **Remove all personal belongings** from the premises.
2. **Remove all nails – DO NOT PATCH, SPACKLE OR SPOT PAINT NAIL HOLES**, or touch up paint. *If you paint and 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 painting depend on length of time in the property and whether it exceeds normal wear and tear.

3. **HAVE CARPETS PROFESSIONALLY CLEANED** at the time of move-out. This must be done *after* you have **completely removed all your belongings** and vacated the property. A **receipt** from a **professional** carpet cleaning company must be **provided** to us when you turn in your keys.

DO NOT rent machines from a store or use home cleaning machines. Only professional cleaning is acceptable. Be sure to have any **spot treatments** or **pet treatments** done as needed. If any **odors** or **pet odors** resurface after you have vacated the property you are responsible for charges incurred to remove the odor.

If you hire a carpet cleaner other than the ones we recommend, BE SURE the carpet cleaner will **guarantee** their work to MHN Property Management's **satisfaction**. **Please call 210-402-9696 or email Connie@MHNproperties.com for a list of approved vendors.**

Please be sure to let them know that you rent from MHN Property Management and ask for any possible discounts.

If the cleaning is not done to our standards, tenants will be charged for any additional expense.

4. Clean vinyl, wood and/or tile **flooring**.
5. Be sure to **clean** or **replace air conditioner filters** with pleated filters as you vacate the property. HVAC and water heater enclosures should be vacuumed.
6. **Walls, baseboards** and **ceiling** must be cleaned and free of cobwebs and lint and spot clean walls as necessary.
7. Clean **fireplace**, hearth and mantle. Remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing. If you have used the fireplace, you are required to have it **inspected**, and, if needed, cleaned by a **certified chimney sweep**.
8. Clean ALL wall **switch plates** and **outlet covers**.
9. Clean ALL **windows** inside and out, clean **window sills**, **mini-blinds** and **vertical slats** thoroughly. *Be careful not to bend or damage the slats when cleaning.*
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**:
 - A. **Replace** burned out or missing **light bulbs**. Be sure to use the correct **wattage** and **type**.
 - B. Replace broken **globes**.
 - C. Make sure the **ceiling fan blades** including the top and light kits are clean.
 - D. 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**. Make sure that they are free of **dust**, **spider webs** and miscellaneous **debris**.

14. Clean **kitchen appliances** *inside and out*, **replace** burned-out appliance 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**, the **door**, and the surrounding areas.
 - E. Be sure **garbage disposal** is clean and free of debris. (Do not use fingers to check)
 - F. Return or replace **sink stoppers**.
 - G. All **countertops**, **cabinets** and **drawers** must be cleaned.
 - H. Thoroughly clean and wipe the **inside** and **outside** of all **cabinets**.
 - I. Thoroughly clean and wipe the **inside** of all **cabinet drawers** and **shelves**.
 - J. Clean **sinks**, and **faucets**. Make sure that they are **free** of **stains**, **scale** and **rust**.

15. Clean **Bathrooms**:
 - A. Clean **countertops**, **sink(s)**, **soap dishes**, **tiles**, **fixtures**, **tub** and/or **showers**. Be certain they are **free** of **mold**, **mildew**, **soap scum**, **scale** and **rust**.
→ *Do not use scouring power to clean acrylic or fiberglass tubs. It will ruin the finish.*
 - B. Clean **mirrors**, **light fixtures** and **medicine cabinets**.
 - C. Thoroughly clean and wipe the **inside** and **outside** of **all cabinets**.
 - D. Thoroughly clean and wipe the **inside** of all **cabinet drawers** and **shelves**.
 - E. Clean **toilets** **inside** and **out** and **remove** all **lime deposits**. Clean toilet seat surfaces, top and bottom.
 - F. **Mop** or **vacuum flooring**.

OUTSIDE THE HOUSE



1. **Mown, edge and water the lawn.** Trim or prune **trees** and **shrubs**. Remove all **trash** and **debris**.
 2. Pick up and **dispose** of any **animal droppings**.
 3. **Remove** all **trash** and **garbage** 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. Clean **walkways, driveways, patios** and **garage floors**.
Make sure they are free of oil, grease and other debris.
 6. **Repair pet damage** and **treat** for **fleas, ticks**, and etc.
 7. Clean **outdoor light globe(s)**. **Replace** burned out or missing **light bulbs**.
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OR... GET YOUR HOME PROFESSIONALLY CLEANED

→ *If you clean your house and it does **not pass inspection** you will be charged for additional cleaning.*

→ If only a few items are missed, you will be **charged per item**. Prices are listed below.

→ If more than a few items are missed, you will be charged for a full “Make-Ready Clean”, which costs **\$250-\$350**.

Our experience has been that after the work and stress of moving out, tenants may be too tired to clean the house. We recommend considering a professional cleaning company.

You are certainly free to choose any company or use our recommended companies. For a list of approved companies, please email connie@MHNproperties.com or call MHN Properties at 210-402-9696. **Make sure to inform them that this is a “Make Ready Clean” and that you are a tenant of MHN Properties.** If you use our recommended vendor, they will guarantee their work.

If you hire a professional cleaning service you should provide them a list of what we expect and oversee and inspect their work. Confirm with the company you hire that they will clean the home to MHN Property standards and guarantee their work.

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 \$20.00 processing fee in order to cover the costs and time associated in performing this service.

POSSIBLE CHARGES TO SECURITY DEPOSIT

GENERAL CLEANING CHARGES:

| | |
|---------------------------------|------------|
| Bathtub | \$30 |
| Carpet | \$150+ |
| Ceiling Fans | \$25+ |
| Counters/Cabinets | \$5 each |
| Dishwasher | \$20 |
| Drawers | \$5+ each |
| Fireplace | \$35+ |
| <i>Does not include chimney</i> | |
| Floors | \$30+ |
| Freezer | \$20 |
| Furniture Removal | \$75+ |
| Garage | \$50+ |
| Mini-Blinds | \$20+ each |
| Mirrors | \$5 each |
| Oven or Stove | \$75+ |
| Patio | \$25+ |
| Refrigerator | \$50+ |
| Sinks | \$5+ each |
| Sliding Glass Door | \$25+ |
| Toilet | \$30+ |
| Trash Removal: Exterior | \$75 |
| Trash Removal: Interior | \$75 |
| Vent Hood | \$35+ |
| Vertical Blinds | \$35 |
| Walls (per wall) | \$35+ |
| Windows and Tracks | \$20+ each |
| Windows | \$10 each |

DAMAGE/REPLACEMENT CHARGES:

| | |
|--------------------------|------------|
| Battery for Smoke Alarm | \$10+ |
| Blind Wand | \$5+ |
| Door Replacement | \$100+ |
| Drip Pans (all 4) | \$45 |
| Light Bulbs - Specialty | \$15+/each |
| Light Bulbs- Normal | \$5+/each |
| Light Fixtures | \$100+ |
| Light Globes | \$25 |
| Mini-Blinds | \$40+ |
| Oven Rack | \$30+ |
| Reinstall Doors on Track | \$30+ |
| Screens | \$35+ |
| Switch Plates | \$5+ |
| Toilet Seat | \$40+ |
| Tub stopper/Drain covers | \$15+ each |
| Vertical Blinds | \$100 |
| Vertical Slats | \$15 each |
| Window | \$200+ |

Service call / Trip Charge \$45

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 |

LAST STEPS

1. Follow the above listed instructions carefully to avoid charges against your security deposit.
2. If the house does not meet the prerequisites after the inspection, applicable charges will be made with no exceptions.
3. Tenants are not permitted back on the property after vacating.
4. Secure the property upon vacating. Close and lock all windows and doors.
5. Do no lock keyless deadbolts.
6. Turn in all keys and garage remotes and gate remotes, etc.

Please do not plan on receiving your Security Deposit in less than 30 days after fulfilling the terms of your lease agreement. Security Deposit will be mailed to the forwarding address left with the office. Refunds cannot be picked up in person.

**Thank you for your cooperation.
MHN Property Management**



Keith Miller, GRI, Broker