



360 Realty & Property Management (A LLC Corporation) Showing Instructions and Move-Out Procedures

Your lease agreement authorizes 360 Realty & Property Management to show the property for rent the last 30 days of your lease. We may place a sign in the yard, and put 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 keybox.

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 the 360 Realty & Property Management representatives and cooperating brokers to gain access to the property.

You may withdraw your authorization to allow a keybox on the Property by providing written notice to 360 and paying the Landlord a fee of 1 month's rent as consideration for the withdrawal. 360 will remove the keybox within a reasonable time after receipt of the notice of withdrawal and payment of the required fee. Removal of the keybox does not alleviate your obligation to make the property available for showings.

Whether or not you authorize a keybox to be placed on the Property the Landlord (see Paragraph #14 of your lease agreement); may show the property at reasonable times to prospective tenants. **Tenant understands that failure to allow reasonable showings as well as keeping the Property "showable" during this time constitutes default of the lease, and the security deposit, in its entirety, can be forfeited for this reason.**

We use Centralized Showing Service (CSS) to notify you of showings and to record who is showing the property and the approximate time they are showing it. Centralized Showing Service (CSS) will give you a courtesy call to inform you of each showing. A courtesy call means that they will give you a call but if they cannot contact you, the agent will still show the property.

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PO Box 841602

Houston, Texas 77284

Centralized Showing Service (CSS) will call the phone number that you have on file with the office to notify you of the approximate time when agent will be showing the property. If you would like CSS to contact you at another number, please call us immediately so we can properly notate it in our records.

In addition, Centralized Showing Service will record if you deny or cancel showings. There is a \$50 fee for each denied, canceled showing or property is unable to be accessed for showings.

Please do not lock the keyless deadbolt on the front door and if you use a security system, call the office to confirm that we have the correct security code.

The Lease Agreement requires you to secure your pets or remove them from the property if they would interfere or prohibit showings. Tenants will be charged trip charges or even lose their deposit if they prevent or prohibit showings.

Please do not allow any prospective residents in your home unless they are accompanied by their real estate agent. Please refer them to the office to see the property.

If you have any questions please call.

MOVE-OUT PROCEDURES

Now that you are moving out, your lease agreement requires that you leave the property in a clean and undamaged condition.

We have every intention of returning your security deposit as long as you have fulfilled your agreement with us.

The following information is provided to help you get your security deposit returned without any misunderstandings;

1. According to the terms of your lease, 360 has 30 days to return your security deposit. Security deposits will be mailed to the forwarding address left with the office within 30 days after the move-out inspection. Refunds cannot be picked up at the office.

2. Remember to CLEAN your rental property inside/outside to avoid any charges against your deposit.

3. Cooperate with showings of the property for sale or rental, keeping it in a presentable condition

Your lease agreement authorizes us to place on the property a keybox containing a key to show the property during the last 30 days of your lease or at any time the Landlord lists the property for sale.

You may withdraw the authorizes to place a keybox on the property by providing written notice and paying 1 month's rent as consideration for the withdrawal. Landlord will remove the keybox within a reasonable time after receipt of the notice of withdrawal and payment of the required fee.

If agents are denied access or are not able to access the property because of tenant's failure to make the property accessible , tenant will be charged a trip charge of \$75.

Failure to allow reasonable showings during the final 30 days of the lease constitutes default of the lease. The security deposit, in its entirety, can be forfeited for this reason. *Please cooperate with our agents.*

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.

3. We will conduct a final move-out inspection after all furnishing have been removed and all CLEANING accomplished and the keys are turned into 360, to document the condition that you leave the property.

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

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

We do not do move out inspections with tenants present at the property. Remember the photographer will only take move-out pictures. They will not be able to tell you what charges will or will not be charged against your security deposit. They are only there to document the condition of the property.

5. Tenants are not permitted back on the property after vacating.

The following suggestions & helpful reminders are listed to ensure the maximum return of your security deposit. Also here are some helpful reminders of items that many people overlook or forget upon vacating. Please use this checklist as a guideline.

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

INSIDE:

- 1. All personal belongings must be removed from the premises.**
- 2. PAINTING: Please remove all nails - DO NOT PATCH, SPACKLE OR SPOT PAINT NAIL HOLES, or touch up paint without approval. If you paint & 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.**
- 3. CARPET CLEANING: Tenants are required to have the carpets PROFESSIONALLY CLEANED at the time of move-out.**
- 4. Clean vinyl, wood and/or tile flooring. Clean and dust all baseboards.**
- 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.**
- 8. Clean ALL wall switch plates and outlet covers.**
- 9. Clean ALL windows inside and out, clean window sill, mini-blinds and vertical slats thoroughly. Be careful not to bend or damage the slats when cleaning.**
- 10. Clean mirrors, window and sliding glass doors with glass cleaner. also clean window and sliding glass door tracks.**
- 11. Clean ceiling fans & light fixtures**
Replace burned out or missing light bulbs, be sure to use the correct wattage and type. Replace broken globes. Make sure the ceiling fan blades including the top and light kits are clean. Also 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 free of dust, spider webs and debris.**
- 14. Clean Kitchen appliances inside and out, replace burned-out light bulbs.**
 - A. Clean oven, stove and under drip pans. If the drip fans 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. Washer 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 and the door and do the

surrounding areas.

E. Be sure garbage disposal is clean and free of debris. (Do not use fingers to Check) Return/replace sink stoppers.

F. All Countertops, cabinets and drawers must be cleaned.

G. All cabinet must be cleaned - Thoroughly clean and wipe the inside & outside of all cabinets.

H. All drawers must be cleaned - Thoroughly clean and wipe the inside of all cabinet drawers and shelves.

I. Clean sinks, faucets and countertops - free of stains, scale and rust. Return stoppers to sink.

15. Clean Bathrooms:

A. Clean counter tops, sink(s), soap dishes, tile, fixtures, tub and/or showers. Be certain they are free of mold/mildew, soap scum, scale and rust.

B. Clean mirrors, light fixtures and medicine cabinets.

C. Thoroughly clean and wipe the inside & 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.

Do not use scouring powder to clean acrylic or fiberglass tubs. It will ruin the finish.

OUTSIDE:

1. Lawns must be neatly mowed and edged, trees and shrubs trimmed or pruned, yard watered and all trash and debris removed.
2. Any animal droppings are to be picked up and disposed of.
3. All trash and garbage must be removed 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. Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.
6. Repair pet damage and treat for fleas / ticks etc.
7. Clean outdoor light globe(s), replace burned out or missing light bulbs.

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

Please follow the above instructions carefully. If the house does not meet the prerequisites after the inspection, applicable charges will be made with NO EXCEPTIONS.

Tenant are not permitted back on the property after vacating.

Upon leaving, please be sure to fully secure the property by locking all windows and doors. Do not lock the Keyless Deadbolt!!

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;

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however, we require a \$20.00 processing fee in order to cover the costs and time associated in performing this service.

All Keys and Garage Door Remotes & Gate Remotes, etc must be turned in at the scheduled checkout time. Please be sure to leave keyless deadbolts unlocked.

We hope you have a pleasant move and wish you good luck in your new home.