



Showing Instructions and Move-Out Procedures

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

YOU DO NOT HAVE TO BE PRESENT AT TIME OF SHOWING!

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 specific only to that particular key box, with the codes guarded by our staff and our security measures. This will allow **only licensed Realtors** either from Green Light Property Management, or other real estate companies to gain access to the property.

Tenant understands that failure to allow for reasonable showings as well as not keeping the Property "showable", can constitute default of the lease, and the security deposit, in its entirety, may be forfeited for this reason.

We will notify you of showings 24 hours prior. Our Leasing Agent 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.

The Leasing Agent 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 for us to contact you at another number, please call us immediately so we can properly notate it in our records.

Do not lock the keyless deadbolt on the front door. If there is a security system, call our office to confirm that we have the correct security code.

The Lease Agreement also 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.

Do not allow any prospective residents in your home unless they are accompanied by their real estate agent, or a staff member from Green Light Property Management. If they show up unaccompanied by an agent - refer them to our office to make arrangements to see the property. If you have any questions call our office at 817-200-7982.

PREPARING FOR MOVEOUT

What you need to do

1. Your move out date is either the date you provided in your notice to vacate, but **no later than the day your lease expires, at 12 noon.**
2. You must provide the office a complete Forwarding Address, for us to send your security deposit.
3. Turn off all automatic rental payments in the tenant portal.
4. Please leave mailbox keys and garage remotes (if applicable) on the kitchen countertop. Place the house key to the front door in the lockbox by 12 noon on the day of your move out.
5. Do not turn off utilities to your home. We will transfer utilities to our name, on the day of your move-out.
6. Please don't forget that we need possession of your property at 12 noon on your day of move out, with the property in clean condition, ready for the next tenant to move in.
7. Tenants are not permitted back on the property after vacating.

We do not do move out inspections with tenants present at the property.

What we will do

8. We will transfer utilities to our name, scheduled for your move out date.
9. We will conduct a final move-out inspection after surrender of the home. Usually at 12noon on the day of your move out.
10. We will take note of normal wear and tear, as well as damages, comparing the move-in pictures with the move-out condition. This will help us determine if there will be any charges against your security deposit.
11. We will process and then mail you within 30 days of your move-out your security deposit with an account of any charges/deductions.

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 checklist on the following page as a guideline.

MOVEOUT Checklist

The condition of the property will be evaluated according to, but not limited to, the below items. This list is provided for your convenience as a general idea of items that should be cleaned. This list does not represent all items for which you are responsible.

Kitchen

1. All exhaust fans and vent covers should be in working order and clean of dust and grease. Filters can be washed in the dishwasher.
2. Kitchen cabinets, shelves, drawers, and countertops must be washed inside and out and all shelf liners removed.
3. Refrigerators and freezers must be cleaned inside and outside. They must also be pulled out and all dust and dirt must be removed from the back, sides, floor, and walls surrounding the appliance. Leave refrigerators and freezers running; do not disconnect them or turn them off.
4. Stoves, ovens, cook tops and microwaves must be cleaned inside and outside including areas around and underneath them. Do not use steel wool on appliances, plastic scrub pads work best. Be sure to operate the self clean cycle if applicable.
5. Dishwashers and trash compactors must be cleaned inside and outside, especially the inside lip of the door.
6. All sinks, faucets, and garbage disposals washed out and wiped clean.
7. Kitchen walls and floors must be washed and free of stains, dust, dirt, and grease.

Bathrooms

1. All bathroom floors and walls must be cleaned with particular attention paid to the grout and caulking. All tubs, showers, sinks and commodes must be cleaned, disinfected and free of soap scum and cleanser residue.
2. All medicine cabinets, vanities and drawers must be cleaned inside and outside and any shelf liners removed. All mirrors should be wiped clean.

All Rooms

1. If you made any alterations to the home, including painting, you must restore it to its original condition unless otherwise agreed to in writing.
2. All non carpeted floors should be free of stains, dust and debris and should be mopped.
3. All windows, screens, window sills must be washed.
4. All window treatments such as curtain rods, shades and blinds that were provided must be cleaned and left in good working order.
5. Sliding glass doors must be wiped and the door tracks cleaned.
6. All walls, ceilings, and closet interiors must be free of smudges, grease and food stains. A light cleanser such as "Softscrub" will remove black marks from walls.
7. All woodwork, moldings, doors, baseboards and trim must be free of dust, dirt, and debris. All electrical outlets and switch plate covers must be free of dirt and smudges.
8. All light bulbs must be in working order and light fixtures cleaned inside and out.
9. All smoke and carbon monoxide detectors must be in working order with fresh batteries. Laundry and utility rooms must be free of dust, dirt and debris.
10. Washing machine exterior must be cleaned and the inside left free of soap residue. Dryer exterior must be cleaned and the filter screen left free of lint.

11. A/C and furnace filters must be changed.
12. All fireplaces must be broom swept and free of ashes, wood, and debris. Chimneys should be professionally cleaned.
13. All carpeted surfaces shall be professionally cleaned and a receipt presented at your move-out. **(Renting a machine yourself does not qualify. If you prefer to have us do it we can simply charge the cost.** including steps will be contracted by Green Light Property Management and the actual cost will be deducted from your security deposit.

Grounds

1. All trash, yard debris, and personal items must be removed from the property. If trash collection is not scheduled for the day you vacate, please make arrangements ahead of time to have the bulk items removed prior to that date. A minimal amount of trash may be left at the curb or pickup point.
2. All flower and shrub beds must be clean and free of weeds, leaves, and debris. Be advised, we do not consider leaves and debris as mulch.
3. All shrubs must be neatly trimmed.
4. All grass must be cut and free of debris.
5. All walkways, patios, and porches must be swept and free of weeds.
6. All oil stains must be removed from the garage and/or driveway. There are a number of products available to accomplish this.
7. The garage must be swept clean.
8. All dog feces must be removed.
9. All holes in lawn filled with soil.

Thermostat

Summer move-outs: please leave your AC on and turned to 80 degrees

Winter move-outs: please leave your heat on and turned to 60 degrees

Security Deposit

1. Your deposit can be refunded after final inspection. If damages are noted, we must receive estimates or invoices from vendors before your deposit can be returned minus the cost of damage.
2. By Texas Property Code we have 30 days from the day your lease expires and/or you return your keys (whichever is later) to return your security deposit and accounting deductions. Remember to provide us with your forwarding address and proof of payment of your final water bill where applicable.

Note: All cleaning, yard work, etc. must be finished on or before the lease expiration date. Should you not fulfill all of these obligations, they will be completed for you by Green Light Property Management at your expense. Green Light Property Management will add a \$75 coordination fee to schedule repairs/unfinished work.

In our experience, after the work and stress of moving out, tenants may be unable to properly clean the home. We recommend to tenants to allow us to clean the home – **see attached sheet on Green Light Property Management \$595 cleaning service.** (This will not cover outside lawn issues)

If you hire a professional cleaning service you should provide them a list of what we expect, and ensure they complete the work. Hiring a professional cleaning service (maid service) to clean the property after you moved out will not guarantee the home is clean.

Follow the above instructions carefully. If the house does not meet the prerequisites after the inspection, applicable charges will be made with no exceptions.

Tenants are not permitted back on the property after vacating.

Estimated Cost Sheet

Prior to your move-in, your rental property will be cleaned, and any carpet will be professionally steam cleaned. Upon your move-out, the unit is expected to be in the same clean condition.

Upon move-out, the following items will be inspected and considered with respect to possible deductions from your security deposit. The prices shown are approximate costs. Final deductions will be based on the actual cleaning or repair costs incurred by us from the respective contractor. ^[1]Green Light Property Management will add a \$75 coordination fee to schedule repairs/unfinished work.

1. Haul trash, debris, unclaimed items to city landfill.	\$200.00 + dump fee
2. Clean stove	\$50.00
3. Clean refrigerator	\$50.00
4. Clean mini blinds	\$10.00 ea.
5. Mop and wax all uncarpeted floors	\$25.00/rm
6. Clean the bathroom(s)	\$25.00/rm
7. Vacuum carpet	\$15.00/rm
8. Steam-clean carpets	\$40.00/rm
9. Clean all mirrors, cabinets, drawers, and shelves	\$15.00/rm
10. Replace missing or burned-out light bulbs	\$5.00 each
11. De-flea and deodorize entire unit	\$ Actual Cost
12. Remove pet feces from any area	\$100.00+
13. Replace dirty a/c filters	\$15.00 each
14. Mow and trim lawn	\$75.00+
15. Weed and mulch beds	\$50.00+
16. All other	\$ Actual Cost

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, Green Light Property Management has 30 days to return your security deposit once you surrender the home and provide a forwarding address. Security deposits will be mailed to the forwarding address left with the office within 30 days.

2. Remember to CLEAN your rental property inside/outside to avoid any charges against your deposit. Refer to the Move Out Checklist for further information.

3. Cooperate with showings of the property for sale or rent, keeping the home in a presentable condition. Your lease agreement authorizes us to place a keybox on the home, 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.

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.

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.

SECURITY DEPOSIT FAST RETURN: In accordance with the lease agreement and Texas Property Code, the property manager has 30 days from lease end to account for the security deposit in writing. **As an optional program – Green Light Property Management can offer a 10 Day Fast Return for \$75.00** to be completed within 10 calendar days from the date of surrender.

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. To request a rental history verification, you can use the following online form: <https://glpm.info/rentalhistory>



Cleaning Services - \$595

After many requests from outgoing tenants and owners, Green Light Property Management can offer a flat-rate cleaning service for the homes that we manage. This service is offered to both tenants and owners and will include an entire home maid service, and professional carpet cleaning.

For a flat fee of \$595.00, Green Light Property Management will provide the following cleaning services:

- Top to bottom – “hotel ready” maid service
 - Clean all bathrooms
 - Clean kitchen – stove, microwave, counters, refrigerator
 - Wipe down all blinds, ceiling fans, bannisters, light fixtures
 - Sweep and mop all hard surfaces
 - Remove minor trash and vacuum all floors
 - (Excessive trash removal will incur additional fees)
 - Sweep off any exterior living spaces – front and back porches
- Professional Carpet Cleaning – entire home
 - Spot stain treatment
 - Pet treatment where needed
 - Steam Clean all carpets in the home

This service is not a money making effort by Green Light Property Management. It is offered to ensure that the home is getting cleaned properly to our standards of clean. Too many problems have occurred in the past when tenants claim they clean the home – and we have to re-clean it on their behalf. Or, the owner has left the home in “clean” condition, only to find that the tenant is very displeased with the move in condition. Everyone has a different level of clean, but in the end, it’s on Green Light Property Management to deal with an unclean home.

We encourage all owners and tenants to take advantage of this program. As we like to say – if it’s not done right, WE (Green Light Property Management) will be responsible for the home being clean and will make it right.

OUTGOING TENANTS: This fee CAN NOT be taken out of the security deposit and will need to be paid for up front. Green Light Property Management has the right to refuse this service for any reason.

Please contact our office to contract this service.