

## **AGENT INSTRUCTIONS FOR OUR RENTAL PROPERTIES**

Thank you for showing our rental properties to your valued tenant clients. To assist you in the process please read over the instructions below.

### **AVAILABILITY OF PROPERTIES**

If the property is listed under our FOR RENT page on our website, it is fully available. We will remove the property from our website once it has been rented. Properties that are not showing on our website anymore have been rented.

### **SHOWING OF PROPERTIES**

Please schedule your showing via the MLS using ShowingTime. Occasionally there is administrative lag time between posting on our website and the property being active on the MLS. We ask that you please be patient.

Vacant properties are available for same day showings.

Occupied properties are available for showing on the next day to give occupants time to secure pets and prepare for your showing.

Please be on time for your showing and show the occupant respect and courtesy while showing.

Please follow CDC Guidelines for COVID-19 and be respectful of the space you are in and ensure your clients do the same. Please only allow 2 – 3 persons in a home at one time to allow for social distancing. Please don't touch things. Please wear a mask. Please remove your shoes.

Please ensure all doors are locked the same as they were when you arrived and leave the property the way in which you found it.

Leave a card and return the key to the lockbox and secure the lockbox.

### **HOW TO APPLY**

We do not prescreen tenants. We will not respond to emails or calls on "will this work" or "will you accept" "credit score of xyz, is this acceptable". Everyone is given the same instructions to apply and everyone has the same opportunity to rent a home through our company. We cannot and will not say one way or the other if an applicant qualifies unless we have been had the opportunity to properly review and process the application submitted by an applicant for processing. We will leave it up to you and your client on whether you wish to submit the application.

Applications are submitted by the tenant on our website at [www.heathermanhomes.com/for-rent](http://www.heathermanhomes.com/for-rent) select the property and click “apply”. Your information goes into the application so you can be paid your commission.

All payments are online for the deposit and rent. We will not provide agents copies of personal transactions made by tenants. However your tenant client will always receive a receipts for any payments they make.

All 18 persons over the age of 18 must submit a separate application. \$50 application fee per application.

Instructions for what to include in the application are provided in the application but please make sure you ask them to always provide copies of pay stubs or LES, copies of military orders (if they are military), at least 3 years rental history and landlord contact information, copy of driver’s license. Other documentation may be required depending on the circumstances of the applicant.

#### **PETS**

Each listing will list details on pet acceptance or case by case. Please check specifically if you have a client with multiple pets or big pets. It helps to see a photo of the pet in the application.

**PLEASE MAKE SURE YOU SHOW THE PROPERTY EITHER IN PERSON OR VIA VIRTUAL TOUR**