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## Owner Instructions

This guide outlines the steps outgoing property owners should take when vacating their property to ensure a smooth transition for RE Solutions XV in preparing it for the rental market. By following these instructions, owners can assist in facilitating necessary preparations, inspections, and any required maintenance, helping to ensure the property is in optimal condition and ready for a new resident.

RE Solutions XV will only place a property on the rental market once it is in full rent-ready status, meaning it is move-in ready for a new tenant. Once the owner has vacated, we will complete all necessary preparations, including maintenance, house cleaning, carpet cleaning (if applicable), and any other required tasks to ensure the property is properly showcased. A **SHOW READY** and well-maintained property not only attracts higher rental rates but also reduces time on the market.

- **UTILITIES:** Ensure all utilities remain ON at the property. Once we have a signed lease agreement with a Lease Start Date, the owner will be notified to contact the utility companies of the date to terminate services.
- **KEYS:** Prior to an owner vacating, RE Solutions will place a lockbox on the property to leave a key upon departure. Leave all other house keys and mailbox keys on the kitchen counter. RE Solutions will have the locks brought up to the Texas Property Code and will maintain a copy of keys. **DO NOT** change the locks, as we are on a specific key system that requires the work to be performed by our licensed locksmith.
- **REMOTES:** We require at least two functioning garage door remotes. If the property is in a gated community with remote access, we will require two functioning gate access remotes. Leave the remotes with the keys on the kitchen counter. If there are any additional remotes in the property (i.e ceiling fan remotes, fireplace, etc.) leave those remotes in their respective area. All of these items will be inventoried and will become part of the residents responsibility within the “normal wear and tear” concept. Residents may be charged for replacement if lost or damaged by the resident but the owner will be responsible for replacement otherwise.
- **HOMEOWNERS ASSOCIATION:** Property owners are responsible for paying their HOA dues and maintaining their HOA account in good standing. The residents are responsible for following the association's covenants, conditions and restrictions (CC&Rs).

- **PROPERTY MORTGAGE PAYMENTS:** The property owner is solely responsible for making mortgage payments directly, as RE Solutions XV does not handle mortgage payments on behalf of the owner. We strongly advise against relying on rental income to cover mortgage payments, as there may be periods of vacancy, late rent payments, or unexpected maintenance expenses. To safeguard against financial strain, we recommend that owners have at least three to six months of mortgage payments saved as a buffer in case rent is not paid on time or a major repair is needed. If at any time the owner is unable to financially maintain the property, they must notify RE Solutions XV immediately so we can assess the situation and determine the best course of action.
- **POOL ACCESS KEYS, CARDS or FOBS:** Most HOA sponsored community pools have a method in place to ensure only residents and resident guests are allowed in the pool. Owners are required to provide at least one pool access card or key, if applicable. Leave the pool access card or key on the kitchen counter with other items. The residents are instructed to contact the HOA to let them know that they are the new residents at the property and will have any cards or keys transferred into their name during their tenancy. Any lost, stolen or damaged cards, keys or fobs will be a resident responsibility to replace.
- **SERVICE CONTRACTS OR HOME WARRANTIES:** We request any information the owner may have on these programs, so we are able to notify the service providers on owners behalf. Ensure these service providers have RE Solutions XV listed as an Authorized Party. Often home warranty companies or other service vendors will not dispatch a vendor until the service fee has been paid. In these cases, RE Solutions will pay the service fee out of the owners maintenance reserve account. Also, please follow up with the service providers to ensure RE Solutions XV will be allowed as an authorized user, some service providers will still contact the owner and not run the issue through the property management company. If this is the case with the service provider, we may ask for assistance from the owner as the policy holder.
- **APPLIANCE DOCUMENTS / MANUALS:** Any appliance documents should be placed in a kitchen drawer for RE Solutions XV to inventory. Pull out important documents, such as active warranties or setup instructions (e.g., Ring system, security system), and leave them on top. After inventory, these items will remain at the property for the new resident.
- **NO PERSONAL PROPERTY SHOULD BE LEFT AT THE HOME:** This would include any furniture, tools, outdoor grills, and landscaping tools. All kitchen and bathroom drawers and cabinets should be completely empty to include any liners. Cleaning supplies and hazardous materials should also be removed from the home. This includes fire extinguishers. Fire extinguishers are an insurance liability for an owner. If left behind, they become the responsibility of the owner to ensure they remain fully charged and are inspectable by the local authority annually. They are best removed from the property to avoid such liability.
- **TRASH:** Remove all trash or unwanted items from the property. The property should be completely empty to include the garage and shed (if applicable). The only items that should remain in the garage are extra items for the property (i.e. paint, flooring, etc.). Yard

equipment, chemicals, sprays, etc., should be removed. Trash cans are required to be empty. All trash receptacles, either from the city or from a third party company, need to be empty prior to residents moving in. Property owners may incur additional charges on their account for items or trash left behind that needs to be removed from the property.

- **YARD / EXTERIOR:** Curb appeal is real. Grass should be cut, bushes trimmed, and any overgrown trees should be taken care of. Do not forget to also clean up the yard of any trash, toys, or additional items. This also includes dog feces! A dog feces removal company can be coordinated with RE Solutions XV prior to moving out. If not previously coordinated with RE Solutions XV upon move-out, RE Solutions XV will send the company and invoice the owner. Avoid excessive landscaping, such as adding flowers, plants, or decorative pots, as these elements will not be maintained by tenants. Tenants are expected to uphold basic yard maintenance, which includes mowing the lawn, watering as necessary, trimming small bushes, and managing weed control. While perfection is not required, tenants must ensure the yard remains in its original condition, excluding any additional modifications.
- **REPAIRS TO BE COMPLETED BEFORE LISTING THE PROPERTY:** Once the owner vacates, an RE Solutions representative will conduct an onboarding inspection and generate a report for the owner. This report will outline necessary repairs that must be completed before listing the property to ensure it is move-in ready. If any items are on order but do not affect the property's functionality or overall presentation, the home can still be listed, with the understanding that these items will be installed or completed once received.
- **SMOKE ALARMS:** Texas property code requires smoke alarms and possibly carbon monoxide detectors to be installed and not be more than ten years old. Smoke alarms have a sticker or stamp on the bottom stating the year it was manufactured. Any smoke alarm older than eight years will be replaced by our vendor. Our vendor will also replace any dead batteries on smoke alarms and carbon monoxide detectors. **RE Solutions XV strongly advises owners to inspect the age and batteries of each alarm and replace it yourselves. This will be much more cost effective for the property owner.**
- **CLEANING OF THE PROPERTY:** Before placing a property on the market for rent, RE Solutions XV will ensure that it is professionally cleaned, including carpet cleaning if applicable. A thoroughly cleaned property not only enhances its appeal to prospective tenants but also sets the expectation for how the home should be maintained during the lease term. A deep cleaning to hotel standards includes detailed attention to all surfaces, such as baseboards, cabinets, appliances, bathrooms, and windows, ensuring the home is spotless and move-in ready. We use our trusted vendors for this service, as they are familiar with our standards and will return at no cost to address any missed items. Additionally, if the property remains on the market for an extended period, a touch-up cleaning may be necessary before a tenant moves in. In such cases, the owner would be responsible for the cost, but if the original cleaning was performed by our vendors, they will provide a reduced-rate invoice for the touch-up service. While we strive to minimize vacancies and avoid additional cleaning needs, this can occasionally occur depending on market conditions and showing activity.

- **FINANCIAL RESPONSIBILITIES OF THE PROPERTY OWNER:** As per the management agreement, RE Solutions XV will provide full management services to ensure the property is maintained at its best, handling all aspects of tenant relations, maintenance coordination, and property oversight. However, the property owner remains financially responsible for all property-related expenses, including but not limited to mortgage payments, insurance, taxes, HOA fees, utilities (if applicable), and necessary repairs or improvements. Our goal is to maximize the property's value and rental income while minimizing the owner's stress, but financial responsibility ultimately remains with the owner. Clear communication and financial preparedness are key to a successful investment, and we encourage owners to stay proactive in maintaining the financial health of their property.

## Item Checklist

- One house key
- Mailbox keys
- Garage remotes
- Gate remotes
- Additional remotes
- Amenity access card
- Copy of Homeowners Insurance (emailed to [pm@resolutionsxv.com](mailto:pm@resolutionsxv.com))
- Other important documentation (i.e. warranty information, appliance instructions, camera or security system instructions) (to be left at the property)

\_\_\_\_\_  
Broker's Printed Name    Date

By: \_\_\_\_\_  
Broker's Associate's Signature

\_\_\_\_\_  
Owner    Date

By: \_\_\_\_\_

\_\_\_\_\_  
Owner    Date

By: \_\_\_\_\_