

Thank you for considering our listing as your client's potential new home. To support a smooth process, we've outlined answers to some frequently asked questions below.



Showings & Availability

- All showings must be scheduled through Tenant Turner.
Please do not use Showing Time.
- Schedule a Showing or Apply:
Visit: <https://app.tenantturner.com/listings/homerivergrouphouston>
Use the search tool to locate the listing and schedule a tour or send the link to clients to apply directly.
- Important Access Info:
 - A registered phone number with Tenant Turner must be present at the showing.
 - A one-time 4-digit access code will be sent to the registered number.
 - Lockboxes are accessible from 8:00 AM to 7:00 PM daily.



Contacting the Office

- Call or text the listing agent with any questions.
Fastest response is via text or email.
- Office Hours:
Monday–Friday, 8:00 AM – 5:00 PM



Application Process

- Before Applying:
Please confirm with the listing agent if any applications are pending.
- Important Notes:
 - Submitting an application does not guarantee exclusivity.
Other applications may be processed simultaneously.
 - Links:
 - Application link: <https://app.tenantturner.com/listings/homerivergrouphouston>
 - Tenant Selection Criteria: <https://www.homeriver.com/tenant-selection-criteria>
- Once approved, HomeRiver Group will provide applicants with a secure link to submit the security deposit and move-in fees.



Move-In Day Procedures

- Rent must be paid **at least 48 hours in advance** of move-in day to ensure timely access.
- Tenants must also provide **proof of utilities activation** to avoid delays or fees.
- **Lockbox Access:**
The Resident Coordinator Team will email the lockbox code for the front door.



Payment & Fraud Notice

- **HomeRiver Group never posts on Facebook Marketplace.**
- **Accepted payment methods:**
 - **Online payments via the Tenant Portal**
 - **Rent Money Vouchers**
 - **Mailed checks (address in lease)**
- **We do not accept:**
Wire transfers, Zelle, PayPal, or Cash App.



Commission Confirmation

- Please confirm commission cooperation with the listing agent.
All commission agreements will be provided in writing.



Maintenance Info

- **Before Move-In:**
Any requested maintenance will be forwarded to the owner.
Note: Repairs are not guaranteed by the listing agent.
- **After Move-In:**
Tenants can submit maintenance requests through the **Meld** system in their online portal.