

The GSG Team: Agent Instructions

Thank you for your interest in our properties. Please take note of a couple of important things to communicate to your clients.

- **Our Application Fees are Non-Refundable.** Everyone 18 years or older that will be occupying the residence more than 10 days a year, must complete an application and pay an application fee. An application is not complete unless all parties have completed the online application and paid their application fee. This is listed when they apply via our website as well at **www.thegsgteam.com**. Once an application is submitted, we mark the property AR (Application Received) in MLS. If they apply after the property is marked AR, the fee remains non-refundable. We run applications on a first-come, first-serve basis. Please allow 2-3 business days for processing. See our Application Screening Criteria for additional information.
- We never allow trampolines or businesses to run from the property. Tenants must have renters insurance at all times. Smoking is NEVER allowed at any of our properties.
- If the applicant(s) is approved, they will have 2 business days to provide the processing fee and security deposit and to sign the lease. The processing fee is \$99 non-refundable due to GSG Property Management. The security deposit will be a minimum of one month's rent, depending on the application.

Agent Commission

- We will notify you via text of the application status along the way. Once the tenant(s) is approved, please submit to our billing department via email (**billing@thegsgteam.com**) a copy of your invoice, w9, and MLS sheet. Your invoice must include the property address, your full name, broker of record, tenant's name, and move-in date. If you cannot email these items, they can be mailed or dropped off at our office at 11961 Starcrest Drive, San Antonio, TX 78247.
- Commissions are paid on the 10th day (or the next business day) of the month once the tenant has paid the first full month's rent. Please note that you must call one business day before checks are cut if you want to pick up the check at our office; otherwise, it will be mailed.
- If you have any questions or concerns about the status of your commission, please email our billing department at **billing@thegsgteam.com**.

If you have any additional questions, please feel free to contact our office Monday - Friday from 9-5 pm. Thank you, and we look forward to working with you!