



RESIDENT BENEFIT PACKAGE

We want to make your tenancy easier by providing convenience and value. Our resident benefit package is designed to do just that. It also helps you meet the terms of your rental agreement. When you submit your application and offer for rent, you are automatically enrolled in our Resident Benefit Package Program with the agreement to pay an additional \$30.00 per month, together with rent, upon approval of your application and offer. This program includes:

HVAC filter delivery to your door every 60 days. You will receive the number of filters your home requires. This will prompt you to change the filters upon receipt which will help you save up to 15% on monthly heating and cooling bills and keep you in compliance with your lease. It will also help deter the inconvenience and discomfort of HVAC repairs. Should you have any filter installation or delivery questions, please contact Second Nature at: hello@secondnature.com 1-800-308-1186, Mon - Fri 10am to 6pm EST

Utility Concierge Service: This service provides a tenant with a concierge to assist the tenant in setting up utilities. Call (972) 332-1440
or Visit: <https://www.citizenhomesolutions.com/> or <https://try.secondnature.com/move-in-concierge/>

Resident Rewards: Tenant acknowledges that a Tenant rewards program is made available to them by the Landlord. Rewards are to be accessed online and are activated at Tenant's sole discretion through use of a mobile application provided by the rewards provider. Rewards will provide Tenant with available rewards as a preferred customer of the Landlord. Visit: <https://www.pinata.ai/>

Credit Building: Landlord provides credit reporting to cast positive payment history through a third-party service. Landlords are not responsible for any misrepresentation, erroneous reporting, and/or lack of reporting by the third-party service. Tenant understands that any disputes will be handled directly between Tenant and the third-party service. Visit: <https://www.pinata.ai/>

Identify Theft Protection: 1million policy covers most losses you experience as a result of identity theft including stolen funds. <https://www.aura.com/>

One Time Late Fee Waiver: Life happens. Sometimes situations are beyond our control. When that happens, we will support you by waiving up to \$50 in late fees for one occurrence. This is not for the "forgetful" occasion. It is for occasions where an event beyond your control kept you from making your rental payment on time.

Treat Yourself: reimbursement for your choice of carpet cleaning, pest control, weed control, air duct cleaning, house cleaning after one year of enrollment and annually thereafter with proof of service (up to \$100.00).



RESIDENT BENEFIT PACKAGE (CONT)

Home Buying Assistant: For those who want to move into ownership, we will help you get there putting you in contact with some of our network of buyer's agents.

24/7 online maintenance report system. Submit work orders through an online portal.

Vetted Vendor Network: We may find the technicians; but you can feel safe knowing they are reputable, licensed and insurance for every job.

24 Hour Emergency Maintenance Service. Emergencies are heating and cooling failures during extreme weather, burst pipes, roof leaks requiring water extractions, electrical shorts, and fire. Call the main office at 928-453-3500 (Lake Havasu City) or 928-718-2200 (Kingman).

Online Portal Access to resident accounts to make payments and access your rental documents. **Please use this portal for ALL maintenance requests except emergencies.**

CASH payments accepted at **Walgreens, Walmart, Ace Cash Express or CVS.** Ask us for your pay slip, specific to your tenancy can be sent via text, or email, or printed.

Annual Property Walk-Through to help keep your home in tip-top condition and to make sure that you are happy!