

# Tenant Benefit Package



## Frequently Asked Questions:

**ASK US HOW YOU CAN SAVE 100\$ TODAY AND GET ALL THIS FOR ONLY 99\$**

### How Much does the Benefit Package cost?

Our packages start as a one-time yearly **199\$** cost at lease signing and renewal time. No additional monthly payments or fees are due!

### Why did we choose to offer the Resident Benefits Package?

We believe in doing everything we can to make our tenants' lives better and easier, and the benefits package is a big part of that! This package offers lots of great features and unbelievable value!

### Can Residents opt-out of this Benefits Package?

This is the most common question we get! **Yes**, but why lose so much value for such a small fee? Who knows what could happen in the future? A little fee today can save huge ones later!

### Can I purchase these packages at any time?

Unfortunately, **no**. They can only be purchased when you are leasing before your move-in date or at lease renewal before your new lease is signed. **Sorry, No Exceptions.**

### Do I need to purchase this to move in Deposit Free with "obligo"?

You must purchase this package to be able to access all these features and move in Deposit Free with "obligo". You can still purchase this package without using ""obligo"".

### What is offered in this Benefits Package?

Our list of benefits is lengthy, helpful and is really geared to help you have a great lease term with lots of **flexibility** and **value**!

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1. **Electronic Document Signing:** Always sign online without having to drive or go to any physical office to prove your identification.
2. **Move In with Lockbox Access:** If you're unable to pick up your keys during our business hours, we have a solution! On the day of your move-in, we can offer the convenience of gaining access for the first time without having to check out keys from our office. Your keys will be inside a secure lockbox located on the wall of the house.
3. **Flexible Move-in Date:** move up to 3 days before your lease start date for free.
4. **Move Out with Lockbox Access:** We will give your own code to access the lockbox to leave the keys at your departure so you do not have to drive or mail keys which could cost you money in the event of delays.
5. **Virtual Quarterly Property Visits:** Virtual inspections are here! None of our staff will come to your property anymore. Once every quarter we will schedule a virtual walkthrough with you to ensure lease compliance and help you with any issues if need it.
6. **Regular Lease Renewals.** We make sure all our tenant's leases stay current and up to date. Many management companies allow their leases to automatically go month to month, but we prefer to provide our tenants with the security and peace of mind of a minimum one-year lease.
7. **Online Rent Payments Benefit:** You have 24/7 access to our online payment service that offers ACH or e-check payment options. You can also set up auto-draft payments. Convenience charges may apply.
8. **One Time NSF Fee Forgiveness:** We will grant a one-time waiver of a returned ACH or check payment fee. (1 time per lease term limit)
9. **One Time Removal of Late Payment Charge:** We will grant a one-time removal of your late fee for up to 5 days late payment. This can only be used once every lease term.
10. **One Time Missed Appointment Forgiveness:** Once a year you can cancel the same day maintenance request you put in for a repair. This can only be used once every lease term.
11. **Home Buying Assistance:** Work hand in hand with our agents to purchase your own home and pay no lease break fees and no commission to our agents!
12. **Move in without a deposit:** Get access to moving in Deposit Free with "obligo" instead of coming out of pocket thousands of dollars with a deposit fee (subject to approval with [my"obligo".com](http://myobligo.com), [more details on our website](#)).
13. **Change your moving date:** Change your moving date without any penalties, within our moving guidelines
14. **Utilities activation:** Receive help to activate utilities in time and easily with Citizens home solutions thanks to our agreement with them.