

Tenant Benefit Package



Frequently Asked Questions:

How Much does the Benefit Package cost?

Our package only a monthly fee of **\$7.99**

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! **No**, but who knows what could happen in the future? A little fee today can save huge ones later! Look at all the benefits received for such a low monthly fee.

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.**

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**!

Tenant Benefit Package

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. **Prepaid Return Label:** Another convenient advantage we offer is the prepaid return label for your lockbox. When it's time to move out or transition from your lease, you won't need to worry about making a special trip or covering shipping costs to return the lockbox. We provide a **prepaid, pre-addressed return label** so you can simply package the lockbox and drop it off at your nearest carrier location. This makes the return process quick, hassle-free, and ensures everything is properly received and accounted for without any extra effort on your part. (20\$ Value)
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! Once every quarter we will schedule a virtual walkthrough with you to ensure lease compliance and help you with any issues if need it. Visits can be done virtually or in person.
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)(50\$ Value)
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. (70\$ Value)
10. **One Time Missed Appointment Forgiveness:** Once a year you can cancel the same day maintenance request you put in for repair. This can only be used once every lease term. (99\$ Value)
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! See details directly with Agent
12. **Utilities activation:** Receive help to activate utilities in time and easily with Citizens home solutions thanks to our agreement with them.
13. **Flexibility of lease:** A key advantage of our lease structure is flexibility at the end of your term. Once your lease reaches its expiration date, you're not locked into immediately renewing for another full year. Instead, you have the option to transition to a month-to-month agreement that allows you to remain in the property for as long as you need, without long-term commitment. This arrangement provides convenience and peace of mind—perfect for residents who may be planning a move, purchasing a home soon, or simply need more time before making their next decision, if your HOA or condo assoc. allows.

Signature: _____ **Date:** _____

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