



# Resident Benefits Package

**The Concierge Property Management Resident Benefits Package provides savings and convenience through the following professional services for all residents:**

- HVAC Filter Delivery → High-quality HVAC filters delivered every 90 days to help save you up to 15% on your energy bills and reduce your HVAC maintenance issues.
- Home Buying Assistance → Tap into our network of licensed agents and preferred lenders when the time is right to buy your “forever” home
- 24/7 Maintenance → Let us know about that leaky faucet, even if it’s after hours!
- One-time Waived Late Fee → Things happen; we’ll forgive one (1) late fee per lease term for eligible residents (up to \$50)
- Multiple payment options → We’ll accept payments online via Resident Portal, Zelle, Chase Quick Pay
- Online portal → Access your account and documents, report maintenance concerns, and contact our office easily through your online portal
- Vetted vendors → We ensure all technicians sent to your home are reputable, licensed, and insured for any necessary repairs to your home
- Online pet profile → For our pet-loving residents, it’s as easy as just a few clicks to register your pet or assistance animal and make any updates throughout your lease (registration fees apply)
- One-time Waived HOA Violation Fee → Things happen; we’ll forgive one (1) HOA violation fee per lease term for eligible residents (up to \$25)
- Preventative Maintenance program → annual preventative maintenance walkthrough to help keep your home in tip-top condition and your deposit well positioned for return at the end of your lease
- Credit reporting → We’ll help you boost your credit score when timely rent payments are made by reporting to agencies on your behalf
- One-time Waived Trip Charge → If you miss a scheduled maintenance or inspection with us; we’ll forgive one (1) trip charge per lease term for eligible residents (up to \$75)
- Tenant Rewards with Pinata → You’ll receive rewards just for paying rent, including a \$30 local gift card just for signing up, a \$25 restaurant card and \$30 local gift card on your first rent day, in-app currency to spend on rewards, and access to thousands of exclusive deals. This experience is completely free for you to use.