

RESIDENT BENEFIT PACKAGE

Below is a list and description of the benefits included in this package. It will be advertised specifically for each property and included in all Lease Agreements.

UTILITY CONCIERGE: Landlord provides the resident with an online utility concierge service to help establish and provide proof of utilities easy upon executed lease.

CREDIT BUILDING & ON-TIME PAYMENT REWARDS: Landlord provides credit reporting to cast 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. Resident understands that any disputes will be handled directly between Resident and the third-party service. The Resident is also provided an account with Pinata in which they will earn rewards for on-time rent payment.

GENERAL PEST CONTROL TREATMENT: On demand pest control provided through Second Nature who hires out a local third-party extermination service.

EASY ONLINE RESIDENT PORTAL: Used for Payments, Electronic Statements: You have 24/7 access to your Resident Portal to pay online using E-Check/ACH payment options only, as well as access to electronic documents. Property Meld is used for maintenance requests. There is a link in your online portal.

UTILITY AND MAINTENANCE REDUCTION PROGRAM: Boot Team Property Management will have enough filters for one year delivered to the property once a year – at the move in appt and then again at the lease renewal inspection. Residents will be emailed when it is time to change the filter. Residents shall properly install the filter that is provided within five (5) days of receipt of email. Residents hereby acknowledge that the filters will be dated, and picture proof is to be submitted within the Meld. Filter change is also subject to inspection by the Landlord upon reasonable notice to verify replacement has been timely made. If at any time Resident is unable to properly or timely install a filter, Resident shall immediately notify Landlord in writing. Resident's failure to properly and timely replace the filters is a material breach of this agreement and Landlord shall be entitled to exercise all rights and remedies it has against Resident and Resident shall be liable to Landlord for all damages to the property, A/C or heating system caused by Resident's neglect or misuse. If a resident moves out early or does not renew their lease, they must leave all unused filters in the attic or HVAC closet. If the unused filters are removed from the property and/or thrown away, the resident will be charged for replacement filters.

24HR MAINTENANCE: Get Live Support for after hours, holidays and weekend emergency calls.

1 MISSED APPOINTMENT WAIVER: We know things come up and appointments can be missed, avoid that missed appointment fee for 1 forgiveness. (Excludes Lease Renewal Inspection Appointments - Once Annually - must be requested in the Waiver Request Form found at <https://forms.gle/TZ88LV5EC9gwjC3Q8>)

1 ACH/NSF REVERSAL WAIVER: Boot Team Property Management will grant a one-time waiver of a returned ACH or Check payment fee. (Once Annually - must be requested in the Waiver Request Form found at <https://forms.gle/TZ88LV5EC9gwjC3Q8>)

LATE PAY FORGIVENESS: Good for use once Annually; 5 days max forgiveness, (Must be requested in the Waiver Request Form found at <https://forms.gle/TZ88LV5EC9gwjC3Q8>)

HOME BUYING ASSISTANCE: Boot Team PM is a Licensed Real Estate Brokerage and offers buyer representation services and referrals to residents enrolled in the Resident Benefits Package for the purchase of real property. Compensation and detail of such services shall be agreed upon in a separate Agreement outside of this Lease.

OPTIONAL: *We partner with Second Nature to give our residents the option to sign up for our Master Resident's Insurance Policy. It is an additional cost of \$11.95/month.*