

## RESIDENT AMENITY BENEFIT PACKAGE

- **No Additional Charges for Any Rental Payment Option Including ACH, Money Orders, or Checks**

Benefit: Residents simply pay their rent plus the \$40.00 per month for an all-inclusive payment.

- **Resident Portal for Maintenance, Documents, and Payment Options**

Benefit: Residents have free access to our Resident Portal to submit maintenance requests, pay online using all specified payment options including the convenient automatic ACH option.

- **Free Credit Reporting for All Rental Payments made to a major credit bureau**

Benefit: Residents receive the benefit of positive credit reporting for all on-time rental payments.

- **24/7 Maintenance Hotline with Live Phone Support**

Benefit: Residents can reach a live person after hours for **emergency** maintenance concerns.

- **ACH/NSF Reversal Fee Waiver**

Benefit: RCPM will grant a one (1) time waiver of a returned ACH or Check payment fee per lease term.

- **Late Payment Forgiveness**

Benefit: RCPM will forgive a late payment charge for one monthly assessment per lease term.

- **HVAC filter delivery**

Benefit: Quarterly, RCPM will have HVAC filters delivered to your door. This will help you save up to 15% on monthly heating & cooling bills.

- **Home buying assistance**

Benefit: When the time is right to buy your “forever” home, RCPM is here to provide professional realtor assistance.

- **Security Deposit Protection**

Benefit: If your home is foreclosed for any reason, RCPM guarantees the protection of your security deposit.

- **Response Time Guarantee**

Benefit: RCPM promises to respond to all communication within 24 business hours.

- **Property Inspections**

Benefit: During your lease term, RCPM will periodically inspect your property to ensure that there are no outstanding repair issues.

- **Vetted Vendor Network**

Benefit: RCPM will ensure all technicians sent to your home are reputable, licensed, and insured for all repairs. And, in many cases, we will send you a satisfaction survey to obtain your honest feedback.

- **NEW!!! Missed Appointment Waiver**

Benefit: We know things come up and appointments can be missed. RCPM will forgive one missed appointment assessment per lease term.

- **NEW!!! \*On Demand Pest Control Services\***

Benefit: One complimentary pest control treatment for common insects such as ants, silverfish, and spiders per 12 month lease period is available upon request. (Specialized treatments for pests such as rodents and German roaches not included.)

- **NEW!!! \*Free Lockbox Move In\***

Benefit: Go directly to your new home to move in! No need to come to us to obtain keys.