



## RESIDENT BENEFITS PACKAGE

Vintage Real Estate Services has created this package to help residents protect themselves and offer convenience for all aspects of the rental process and experience. This program is designed with the resident's best interest and needs in mind. This package is required for all tenants and is \$45.95 per month (a potential value of \$225.00 per month).

Home Assistance Package. A personal assistant to coordinate all personal home chores. Residents get up to \$300 back on charges for tenant-responsible damages while in residence. \$300 in credits to use for tenant responsible needs (home cleaning, dog walking, etc.). Lower than average market rates for personal home services when scheduled with Home Assistant.



24/7 Live Answering. 24-hour call assistance with access to a full-service maintenance team. Assess maintenance issues via text or phone. Emergency troubleshooting assistance available via video chat.

Utility Concierge Program. Vintage Real Estate Services has partnered with Citizen Home Solutions to assist new and current tenants in set up of required utilities and amenities including water, power, trash, internet, cable, security and more.



AC/HVAC Prevention Maintenance Program. Routinely changing filters keeps the air cleaner and energy bills lower - as much as 15% in some cases. High-quality filters will be directly mailed to the residence every 90 days. Each filter is date stamped and has simple instructions showing how to change them.



Dedicated Property Manager. Resident will have a single point of contact in the form of a dedicated property manager. Call, email or text your manager. Includes a monthly statement sent electronically detailing your account.

Fee Forgiveness. One time Returned Payment Fee OR Late Fee Forgiveness. Vintage will grant a one-time waiver for a return payment fee or a late payment fee up to \$150.00 in any twelve-month period.

Touchless Self-Guided Property Inspections. Comprehensive property condition review, performed on any smart phone. Residents are given five days to complete inspections at their leisure. Self-guided move-in inspections are completed following occupancy allowing residents to create a “snapshot” of your home’s condition. When it is time to renew, a renewal inspection can be done at your convenience. Upon completion of any inspection a copy of the report will be sent via email.

Ease of Move Out. Use your Home Assistant to make moving out easier. Schedule move out services (home cleaning, carpet cleaning, movers, etc.) with confidence. By using Vintage vendors your security is protected from these standard claims.

Property Re-Keyed. Your residence is rekeyed before your move-in so that the prior occupants (or their maid, babysitter, handyman, etc.) do not have access to your home.

Resident Online Portal. 24/7 access to our online Resident Portal. Submit and track maintenance requests, pay rent online, view and sign leasing documents, retrieve payment history records and access to electronic statements. Never a charge to pay online!

Credit Reporting. All rent payments will be automatically reported to the credit bureau. This is a great way to increase your credit scores, just by paying rent on time.



Multiple Payment Options. Payments accepted via personal check (after first month in residence), certified funds, online through the Resident Portal or nationwide utilizing Zego CashPay (convenience fees may apply to CashPay option).



Home Buying Assistance. When you are ready to buy a house, we can provide you with advice and support. We can assist you in search and negotiation of terms on your new home. By choosing us, we will provide you a \$1000 credit toward closing costs.