



Tenant Benefit Package

The First Class Management **Tenant Benefit Package** is designed to provide convenience for our tenants. Due to the volume of services offered, we can package these items together at a much lower rate than if we were to charge for each separately. Therefore, all tenants are automatically enrolled and there is no opt out option. This Tenant Benefit Package will be billed as a monthly charge and due with your rent payment. Current price is **\$25 per month**.

Your Tenant Benefit Package currently includes the following features:

1. **Air Filter Delivery**. Benefit: Every month we will ship air filters to your door to ensure lease compliance, clean air, and help reduce your utility bills by 5-15%. If your home has media filters, those would be shipped quarterly.
2. **Utilities Concierge Setup**. Benefit: We have a utilities concierge service to assist in having all your utilities connected prior to your move in day. This includes assisting with electric, gas, water, cable, alarm, internet, and even moving truck service setup.
3. **Move-In Inventory Report App**. Benefit: Incoming tenants receive access to an online smartphone app that catalogs the condition of the home at move in and helps protect your security deposit by avoiding deposit disputes after move-out.
4. **Maintenance Portal**. Benefit: You have 24/7 access to our Maintenance Portal to submit maintenance requests which allows direct communication with our vendors to coordinate appointments and increases response time enabling faster and more thorough repairs.
5. **Online Payments Benefit**: Benefit: You have 24/7 access to our online payment service that offers free ACH or e-check payment options. You can also set up auto-draft payments. Convenience charges would apply if you choose to pay with credit or debit cards.
6. **One Time Returned Payment Fee Forgiveness**. Benefit: We will grant a one-time waiver of a returned ACH or Check payment fee. (\$50 limit)
7. **One Time Reduced Late Payment Charge**. Benefit: We will grant a one-time reduction of your late fee by \$50 if paid the same day that the late fee is applied to your account. This can only be used once every 12 months. (\$50 limit)
8. **Pest Control Discounts**: Our vendor offers both quarterly and one-time discounts to our tenants.