

## Resident Benefits Package

The PMI KC Metro Resident Benefit Package is designed to provide convenience and professional services to our residents at a cost of \$25/month payable with Rent.

Tenant and Manager mutually agree that the Resident Benefit Package is defined as follows:

**HVAC Filter Delivery:** A portion of Tenant's total amount due will be used to have HVAC filters delivered to their home approximately every 90 days. Tenant shall properly install the filter that is provided within two (2) days of receipt. Tenant hereby acknowledges that the filters will be dated and subject to inspection by Landlord upon reasonable notice to verify replacement has been timely made. If at any time Tenant is unable to properly or timely install a filter, Tenant shall immediately notify Manager in writing. Tenant's failure to properly and timely replace the filters is a material breach of this agreement and Manager shall be entitled to exercise all rights and remedies it has against Tenant and Tenant shall be liable to Landlord for all damages to the property or HVAC system caused by Tenant's neglect or misuse.

**Home Buying Assistance:** When the time is right tap into our network of licensed agents and preferred lenders to buy your "forever" home

**24-Hour Call Center:** Let us know about that leaky faucet, even if it's after hours! We can also work quickly to repair true maintenance emergencies at the most inconvenient times.

**One Click Payments:** Multiple payment options including Echeck, Cash Pay, or from the comfort of your home online.

**Online Portal Access:** All payments to be made through your portal where you can access your balance and account details 24/7, submit and check the status of maintenance requests, access your account and documents, or contact our office all through your online portal.

**Vetted Vendor Network:** We ensure all technicians sent to your home are reputable, licensed and insured for any and all repairs.

**Waived Late/NSF Fee:** Things happen, we will waive one NSF or Late fee per lease term

**Rewards Program:** You'll be rewarded for paying your rent on-time with our Resident Rewards program. In the weeks ahead, watch for your welcome email from Piñata with a custom link to download the app to your smart device. Earn e-gift cards for simply completing your profile!