

# Family Owned Property Management

810 Travelers Blvd • Ste C1 • Summerville, SC 29485  
(843) 419-6021



## 1. Resident Benefits Package

### 1.1 ALL INCLUSIVE

The Family Owned Property Management Resident Benefits Package (RBP) delivers savings and convenient, professional services that make taking care of your home second nature at a cost of \$100/month, payable and due with Rent.

Tenant and Landlord mutually agree that the Resident Benefits Package is defined as follows and variations of inclusions may exist due to property specifications. The total monthly cost of the Resident Benefits Package is all-inclusive, and no discounts will be given in any element(s) of the package is unavailable due to a lack of HVAC or other property-specific limitation.

### 1.2 BENEFITS

**HVAC Filter Delivery:** A portion of Tenant's total amount due will be used to have HVAC filters delivered to their home approximately every 30 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 Landlord in writing. Tenant'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 Tenant and Tenant shall be liable to Landlord for all damages to the property or HVAC system caused by Tenant's neglect or misuse. Landlord may charge a trip fee to perform the filter change, as required, at Tenant expense. Tenant acknowledges and agrees that air filter delivery services is provided by third party and Landlord is not liable or responsible for any delivery issues. Tenant agrees that Tenant has been provided the contact number of Second Nature to address any filter issues and if not resolved timely to properly inform Landlord in writing of any delivery issues.

**Smart Lock and Home Technology:** Landlord will provide smart locks on the most commonly used exterior door to tenant convenience. Smart locks will be connected with cell service to provide convenient entry via code or app without having to use a key. Tenant has ability to add additional smart home technology such as thermostats, cameras, water/flood sensors. Tenant is responsible for cost of other smart home technology requested at the property but will be provided the other technology at a reduced price under vendor pricing.

**Resident Rewards:** Tenant acknowledges that a Tenant rewards program is made available to them by Landlord. Rewards are to be accessed online and are activated at Tenant's sole discretion through use of a mobile application provided by the rewards provider. Rewards will provide Tenant with available rewards as a preferred customer of Landlord.

**Credit Building:** Landlord provides credit reporting to cast positive payment history through a third-party service. Landlord is not responsible for any misrepresentation, erroneous reporting, and/or lack of reporting by the third-party service. Tenant understands that any disputes will be handled directly between Tenant and the third-party service.

**\$1M Identity Protection:** By executing this agreement, you are agreeing to Aura's IdentityGuard Terms of Service and Privacy Policy with respect to the identity theft protection service provided as part of the RBP, which can be found at [www.identityguard.com/www.aura.com](http://www.identityguard.com/www.aura.com).

**24-Hour Maintenance Coordination Service:** Landlord shall allow access to Tenant to report maintenance concerns outside of normal business hours via the online Tenant portal, or other such means as made available by Landlord.

**Online Portal Access:** Landlord agrees to provide Tenant online portal access for the purposes of reviewing pertinent documents, payment of Rent and other fee(s), and reporting maintenance concerns. Landlord reserves the right to restrict payment access to Tenant, at Landlord's sole discretion, should a pattern of delinquency arise and/or persist.

**Multiple Payment Methods:** All rental payments can be paid in a variety of ways using your Resident portal. Available options include ACH, credit cards, in person, along with participating retailers (as applicable). Restrictions of payment methods by the Landlord are permissible should a pattern of delinquency arise and/or persist. Any applicable fees are at the Tenant's expense.

**Vetted Vendors:** Landlord will ensure all third-party vendors are appropriately licensed, bonded, and insured. Landlord will assist Tenant in using Vendors for any Tenant repairs and/or installation requests at Landlord's pricing.

**Periodic Preventative Maintenance:** Landlord and/or approved third-party vendor(s) will perform preventative maintenance visits. Tenant shall make Property available to Landlord and such vendors with reasonable notice.

**Fee Waiver or Reduction:** Landlord will offer Tenant a one-time waiver of the following fees: One time waived late/NSF fee per year.

Note: Tenant is required to notify Landlord before the scheduled meeting, due date, or insufficient funds notification to qualify for consideration of waiver and/or reduction.

**Tenant Move-in Inspection App:** To prevent unnecessary stress and hovering Tenants will receive an email notification to download the RentCheck App. RentCheck will provide detailed instructions for the tenant to complete their move-in and periodic inspections in order to document the condition of their property without someone hovering over your shoulder during the process.

**Maintenance Bundle:** Tenant package at move in to include a plunger, roll of toilet paper, garbage disposal wrench, drain cleaning zip-strip, and a thumb-drive full of information/coupons/maintenance quick tips/tricks)

**Quarterly Inspections:** Technician will come out on a quarterly basis to inspect the property for preventative maintenance concerns. This will help ensure the property is well maintained and Tenant is not charged for property wear and tear as unreported damage.

**Lock out services:** Tenant shall have ability to contact Landlord during normal business hours or after hours service call for any lock out at no additional charge. Tenant acknowledges Landlord shall have up to 90 minutes to provide access to the property.

**Home Buying Assistance:** If a Tenant successfully completes at least 2 years of rental with FOPM without any lease violations, notices, or late payments Tenant shall qualify to purchase a home using Family Owned Realty and receive up to a \$1500.00 credit at closing. \*other requirements apply and will be discussed at time of home purchase request.

**General Pest Control Services:** Tenant shall receive general pest control services at move in and move out. General Pest control does exclude rodents, bees, bed bugs, and german roaches as well as any other pest excluded from general pest control under FOPMs agreement with the pest service vendor.

### 1.3 TERMINATION

Tenant understands and acknowledges that if the Owner of the Property sells or transfers management the Resident Benefits Package may be terminated at the discretion of the Landlord and/or Owner at anytime.

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Date Signed