

# Tenant Benefits Package

## **Tenant Benefits Package**

As a preferred resident with River Mountain Properties, Tenant receives the following benefits. Tenants are required to join the Tenant Benefits Package. There is a \$25 fee per month, per tenant, that is due on the 1<sup>st</sup> of each month. This fee is subject to the same late fee policy as outlined in the lease agreement.

### **A. Protected Security Deposit:**

Tenant's deposit is held in an FDIC insured bank. RMP further ensures the protection of the tenant's deposit in the event that the property owner does not stay current on their mortgage and the property gets foreclosed upon.

### **B. Pest Control:**

Includes a one-time general Pest Control. Tenants must request the visit. Does not include treatment of infestations of termites, roaches or bed bugs

### **C. Maintenance Benefits:**

- a. Tenants will have access to General Maintenance videos. This will help tenants solve simple issues and avoid potential maintenance charges. YouTube channel @rivermountainproperties
- b. Access to a 24/7 maintenance hotline to reach a live person after hours for maintenance emergencies.
- c. Quality Repairs – We prescreen vendors to ensure they do quality and timely work.
- d. We inspect your property during the year to ensure there are no outstanding repair issues
- e. High quality air filters are given to the tenant for changing every three months.
- f. Replacement of the following items will be done for Free:
  - i. Smoke detector batteries
  - ii. Thermostat batteries
  - iii. Coded doorknob batteries
  - iv. Light fixture light bulbs

### **D. Waived Charges:**

Tenant must submit a waiver form found on our website in order to redeem their one time fee waiver. Charges cannot be waived after the lease ends or without a submitted and signed Waiver Form. Each charge type can only be waived one time. The credit will appear on the tenant portal within 30 days of submitting this form.

- a. One time waiver of toilet unclog fee
- b. One time waiver of disposal unclog fee
- c. One time late fee waiver
- d. One time waiver of NSF fee
- e. One time waiver of key replacement or key code reset fee (does not include fobs and only applies during lease term. Keys must be returned at the end of the lease term to avoid a fee)

### **E. Home Buyer Program:**

- a. Tenants will be given a \$1,000 bonus towards closing costs if they use River Mountain Properties, LLC to help them buy a property in the New River Valley. Credit is available after the end of the tenant's 12 month lease.

**F. 3<sup>rd</sup> Party Guarantor Program**

- a. If the Tenant does not meet the minimum application requirements for a lease with us and does not have a qualified Co-Signer/Guarantor, then the Tenant will be given access to our 3<sup>rd</sup> party guarantor program.

**G. After Hours Move in**

- a. Tenants can move in at any time after the start of their lease. If they choose to move in on a day or time during which the office is closed, we will provide an afterhours option with the keys for their convenience.

**H. Online Portal:**

- a. Online Tenant portal access with Online maintenance request
- b. Free online payments with checking account
- c. Online access to tenant documents for paper free download.

**I. Renewal Benefits**

- a. Tenants will have access to additional renewal rent discounts and promotions. (Not available at every property)

WITNESS the following duly authorized signatures and seals:

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Date                      Tenant

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Date                      Tenant

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Date                      Tenant

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Date                      Tenant