



**All residents of Real Property Management North Puget Sound get the added value and protection of our Resident Benefits Package.**

**Below are a number of different benefits that we are offering as part of being one of our valued Real Property Management Residents.**



#### **Phone, Email, and Office Support – 5-Days a week 9AM- 5PM**

- Monitored and shared company text thread (and phone support for residence (832 324-3031) to communicate needs with property management team members.



#### **Online Portal & Phone App + Electronic Document Storage**

- 24/7 Tenant Portal Access to manage and pay rental payments, view ledger, obtain leases and **free online rental payment with ACH.**



#### **Smart Maintenance Center / 24-7-365**

- 24/7 Live access to after hours maintenance personnel, while other companies just have voicemail.
- Access to an online tenant portal where you can submit work order requests 24/7, send videos and pictures of the issue, this allows the best technician to be assigned to the property and reduces communication errors.
- You will receive confirmation of your service request once scheduled. We only use reputable, licensed, bonded and insured maintenance vendors. Online access to a work order portal where you can see the status of a work order.
- Call 425.947.1095 during business hours, 9-5, Monday - Friday and 425.409.5996 after hours to report an emergency issue.

# **Resident Benefit Package**



Our resident benefits package is provided to all tenants and includes the following features and services for only \$35 per month!



#### **Property Condition Reviews (Move-Ins, Move Out, During Residency)**

- In addition to the move-in and move-out property condition reviews that we do in conjunction with your lease.
- During PMRs, our property evaluator will review areas such as under sinks, running toilets, exhaust fans, exterior home issues, and more. This helps keep the property in top shape and hopefully catches small issues before they become big ones! (Maintenance found on the report is subject to owner approval.)



#### **On-Time Rental Payments Credit Reporting Benefit**

- Receive the benefit of positive credit reporting for all on-time rental payments to Experian's RentBureau, building your credit score! Having a higher credit score for paying rent on time can have many other financial benefits.

**Contact Us**



425 903-8500



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# REAL PROPERTY MANAGEMENT<sup>®</sup>

## NORTH PUGET SOUND

a **neighborly** company



### Rental Reference & Mortgage Verifications

- We take care of, at ZERO additional charge the administrative work to document your rental history to help you obtain your next place that you may rent or purchase. This feedback helps facilitate your application for your future home.



### Carpet Cleaning Reimbursement Benefit

- Upon successfully executing a lease renewal with Real Property Management North Puget Sound, you are eligible for a \$50.00 reimbursement credit towards professional carpet cleaning with one of our preferred companies. This benefit is good one time in a 12-month consecutive time period. Rental Account must be in good standing at time of the reimbursement.



### Lost Key or Lockout Benefit

- Receive up to one free key replacement for a lost or stolen key or a one-time \$75.00 reimbursement credit towards a professional locksmith to come out and let you in. This benefit is good one time in a 12-month consecutive time period. Rental Account must be in good standing at time of reimbursement. (Locksmith Receipt Required)



### One-Time Non-Sufficient Funds Fee Forgiveness

- A one-time waiver of the NSF charge for a rejected payment. This benefit is good one time in a 12-month consecutive time period.



### One-Time Late Fee Forgiveness

- A one-time waiver of a late charge that is before the 10th of the month. This benefit is good one time in a 12-month consecutive time period.

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### Utilities Management

- Real Property Management North Puget Sound will monitor the utility bills that are going to the correct person and paid by the correct person. This avoids double payments or for paying for landlord responsibility invoices.



### Home Buying Assistance Benefit

- If you decide to purchase a home while you are a resident with Real Property Management North Puget Sound as the managers, we will assist you in search and negotiation of terms on your new home with professional Buyers Agent representation with Real Property Management North Puget Sound & one of our preferred partners. We will also provide you with a \$500 closing credit towards your rental ledger or as allowed by the Lender. Payable after recording and documents provided.

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