

Welcome to your Navy to Navy Homes Resident Benefits Package!
To help you take advantage of your Resident Benefits Package, we've included some helpful information below, including some "action items" to get things started!

What you need to know:

- ★ Move-in Concierge: Transferring the required utilities into your name is easy with our Utility Concierge Service. Simply schedule a convenient time with the Utility Concierge directly, by clicking [here](#). You will need to know which utilities you are responsible for transferring into your name, as provided by Navy to Navy Homes. The Utility Concierge service will take it from there! (This service is highly recommended if your move-in date is 72 hours or later from receiving this notice).
- ★ Resident Rewards: You will 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 or visit their website. Earn e-gift cards for simply completing your profile!
- ★ Credit Building: With each on-time rent payment you can track your Credit Building through the same Piñata App as described with your Resident Rewards. No further action required here; just use the same app as your rewards app!
- ★ Identity Protection: We will set up your Identity Theft Protection account for you with up to \$1M identity protection for stolen funds reimbursement to protect all adult leaseholders. Simply watch for your email confirmation with your account details.
- ★ Renters Insurance: If selected in your lease agreement, you're covered! By enrolling into our Resident Benefits Package, you will meet the insurance requirements of the lease agreement. You'll receive your Evidence of Insurance via email in the coming weeks. Should you choose to obtain your own policy, you will be required to upload it to our carrier for verification. Please see your lease agreement for the terms and conditions.
- ★ On-Demand Pest Control: Maintaining the home in a clean and sanitary manner is a tenant responsibility per your lease agreement. You will be provided with an innovative pest control service that provides an effective, reactive, and targeted approach to pest control in full replacement of overall less effective, traditional, preventative programs. All claims can be submitted online at pest.residentforms.com/.
- ★ Online Portal Info: Pay your rent online, access documents and review your statement any time, 24/7. We know life is busy and we provide this tenant portal to help make these tasks easy to accomplish! Once your move has been completed, you will receive a link to Appfolio to set up your portal.
- ★ Online 24/7 Maintenance Portal Info: Submit your maintenance requests any time, 24/7. You will receive a link to Property Meld from your property manager when you are moving into the property. Here you will be able to place maintenance requests and include photos of what is needed to help address the issue. You will also be able to include days and times you are available to connect with our preferred vendor.