



Resident Benefits Package Lease Addendum

The A4Realty Resident Benefits Package (RBP) delivers savings and convenient, professional services that make taking care of your home second nature at a cost of ~~\$50.00~~ \$25.00 per month, payable with rent and defined as additional rent.

Tenant, Landlord and A4Realty mutually agree that the Resident Benefits Package is as defined in this Addendum and variations of inclusions may exist due to property specifications and availability of services. The Resident Benefits Package shall be in effect as long as A4Realty is managing the home. The total monthly cost of the Resident Benefits Package is all-inclusive, and no discounts will be given in any element(s) of the Resident Benefits Package are discontinued and/or unavailable due to property specific limitation, availability of services or any other reasons. Landlord and/or A4Realty may have business relationships or affiliations with vendors and suppliers of services or products to the Tenant and may receive financial or other benefits from that relationship or affiliation.

Utility Concierge Service: Tenant shall receive a concierge service through **Citizen's Home Solution** to aid in utility, cable, internet, and other relevant service(s) activation. Tenant maintains the right to facilitate his/her own service activations. Tenant agrees to abide by all HOA and other lease restrictions and guidelines applicable to utilities.

HVAC Filter Delivery: Tenant shall receive dated HVAC filter(s) delivered to their home approximately every 30 days, or as determined by Landlord, for Tenant's convenience if the property has an HVAC system with disposable filters. 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. 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. If at any time Tenant is unable to properly or timely install a filter, Tenant may notify Landlord in writing and Landlord shall arrange for installation and may charge a trip fee to Tenant to perform the filter change. Tenant acknowledges that if the property does not have an HVAC system with disposable filters, there will be no filter(s) provided and there is no discount to the overall Tenant cost of the Resident Benefits Package.

Credit Building: Landlord shall provide 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.

Resident Rewards: Tenant acknowledges that a Tenant rewards program through **Pinata** 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.

Home Buying Assistance: A4Realty is a Licensed Real Estate Agent and/or Broker and offers buyer representation services and referrals to Tenants enrolled in the Resident Benefits Package for the purchase of real property. Compensation and detail of such services shall be agreed upon in a separate Agreement outside of this Lease.

\$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.

Online Portal Access: Tenant shall have convenient online portal access for the purposes of 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, debit and credit cards, 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.

24-Hour Maintenance Coordination Service: Tenant will be able to conveniently and easily report maintenance concerns outside of normal business hours via the online Tenant portal, or other such means as made available by Landlord for urgent and emergency maintenance.

Vetted Vendors: Landlord will ensure all third-party vendors are appropriately licensed, bonded, and insured.

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 upon receiving reasonable notice.