










# Resident Benefit Package



Monthly  
**\$29.99**

## Included In ALL Lease Agreements!

-  **Free online payments**  
Residents won't be charged convenience fees for rent if autopayments are set.
-  **Cash rent payments**  
Residents have the ability to pay rent in cash at CVS, 7-Eleven, & some grocery stores for a minor fee charged by those stores. No fees are charged by The Charleston Property Company.
-  **One time returned payment forgiveness (upon request)**  
Residents receive forgiveness one time for a returned payment as long as the full payment is received within 7 days (\$35 value).
-  **One time late fee forgiveness (upon request)**  
Residents receive forgiveness for a late rent payment as long as the payment is received in full by the 10th day of the month (value of 10% of monthly rent)
-  **Utility concierge service**  
Residents have the benefit of a professional concierge who will reach out and assist with utility setup prior to move-in.
-  **Emergency service network**  
Residents have access to the 24-hour maintenance hotline with a live representative.
-  **HVAC filter program**  
Residents will receive a free HVAC filter every 90-days delivered right to their door. Clean air filters mean lower energy bills!



## Resident Portal

- 24/7 Access to an online, mobile friendly resident portal.
- Access the lease agreement, evaluations, maintenance requests, and resident ledger anytime day or night.
- Residents can send maintenance requests through the portal and follow up on previous requests.
- Pay rent through the portal, or setup auto payments and use the portal to review payments monthly.