

Welcome to your new home! We look forward to welcoming you to the Annapolis Property Services family. Our Resident Benefits Package is a mandatory requirement, costs **\$28 per month**, and includes the following benefits:

HVAC FILTER PROGRAM

- High-quality HVAC air filters delivered right to your doorstep each quarter to enhance your indoor air quality and reduce your utility bills.

REMOTE MOVE-IN SERVICE

- There is no need to come to our office when you move in to pick up the keys. With the remote move-in service, we provide a lockbox on the door and provide you with the lockbox code on the evening before move-in allowing you to go directly to the property to start unpacking.

DETAILED MOVE-IN REPORT AND VIDEO

- Protect your security deposit. You will be provided with a detailed move-in report and video link documenting the home's condition before you move in.

RENT CHECK

- In addition to your move-in report and video, you also have the option of completing an additional move-in condition report, using "Rent Check." This app allows you to easily document the property's condition with notes and photos right from your cell phone or mobile device.

ONLINE RESIDENT PORTAL

- All leaseholders have access to our secure online portal, where you can make rent payments, set up automated payments, and access all relevant documents relating to your lease, your home, and your community.

COMPLEMENTARY LOCK BOX

- We will provide you with a combination lockbox for the property; this can be removed from the door and kept on hand. This will allow you to grant temporary access, to vendors or family members.

ONLINE MAINTENANCE PORTAL

- All leaseholders will have access to their maintenance portal via Property Meld, where you can submit maintenance requests, upload photos of a maintenance issue, and schedule a date and time that works best for you for vendors to visit the home.

24-HOUR EMERGENCY SERVICE NETWORK

- All authorized residents will have access to our priority in-house 24/7 Maintenance Emergency Hotline for after hours and holidays emergency maintenance requests by calling (410) 878 6539.

LIABILITY INSURANCE ADMINISTRATION

- Our leasing administrative team will follow up with your insurance carrier to ensure that you have selected adequate liability insurance coverage as required by the lease agreement.

LATE FEE FORGIVENESS*

- During your residency, you will be eligible for a one-time late fee forgiveness (5% of the monthly rent) should your rent ever mistakenly be late or you run into financial difficulties.

RENTAL VERIFICATION

- At no additional cost to you, and with your written approval APS will respond promptly to third-party verifications requests received by a mortgage company or prospective landlord concerning your rental and payment history.

BI-ANNUAL PROPERTY VISITS

- During your lease term, we will inspect your home on a bi-annual basis to help identify any deferred maintenance that you may not have noticed.

MOVE OUT

- Upon request, you can receive a complimentary copy of the move-out condition video report, along with access to our easy move-out package options.