



RESIDENT BENEFIT PACKAGE



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.



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!