1251 N COLE RD. BOISE, ID 83704 | 208.321.1900

# RESIDENT PROTECTION PACKAGE

rbp by Second Nature

All tenants of First Rate Property Management are required to participate in Tenant Liability Insurance (TLI) through Second Nature. Tenant Liability Insurance simply waives your obligation to compensate the property owner for accidental, resident-generated claims caused from fire, smoke, explosion, backup or overflow of sewer, drain or sump, water damage, falling objects, overflow of appliances, and collapses, and after a $0 deductible, damage to the property listed is covered up to $100,000.

Personal Liability Coverages include personal liability $100k for tenant premises liability and a $25k per occurrence Dog Bite Liability with a $0 deductible. Additional Living Expense of $1,000 per occurrence.

First Rate Property Management understands accidents do happen, and we are excited to participate in this program to help tenants avoid high repair costs due to these accidents. Tenant Liability Insurance is not a traditional renter's insurance policy, so First Rate Property Management still highly recommends tenants to have their own renter's insurance policy to cover their personal property and have liability coverage in addition to TLI. All Tenants should consult an insurance professional to evaluate their personal insurance needs.

## MORE PERKS INCLUDED IN THE (RPP)

## RESIDENT PROTECTION PACKAGE

**Online Payment Discount:** Save $20 per month by utilizing FRPMs Online Payment option through RentVine! Use your bank account and routing number to avoid RentVine's service charge.
**One Time Waived Late Fee:** We will waive up to 50% of your late payment fee, one time.
**In-House Maintenance:** Our trustworthy, highly skilled, In-House Maintenance Team handle minor property issues and small projects, providing excellent customer care.
**Approved Vendors:** Specialized vendors who work closely with our Maintenance Team to ensure quality, timely service for our tenants.
**After Hours Maintenance Hotline:** For After-Hours Emergencies, call 208-321-1900 then follow the prompts.
**Bi-Monthly Filter Service:** For eligible properties, a new Forced Air Filter will be delivered right to your doorstep! No more remembering when to change your filters, figuring out what filter size you need, or making a special trip to the store! All tenants renting units with a Forced Air system are required to be enrolled in this program.
**Tenant Move In Package:** $100 Referral Reward, Preventative Maintenance Items, Local Restaurant and Entertainment Coupons!
**Free Carpet Cleaning At Renewal:** Free carpet cleaning of high traffic areas upon lease renewal!
**Grace Period For Rent:** Rent is due on the 1st, but FRPM does not charge late fees until the 5th at 5PM!

PEST SHARE

FRPM has partnered up with Pest Share to provide a safe and happy home for you and your family. Our protection package can save you time and money when it comes to those pesky house guests we just don't want. As needed, on-demand interior and exterior treatments are included with the RPP!
**Interior Infestation Coverage** Bed bugs, Cockroaches, Fleas, Wasps, Ants, Spiders, Earwigs, Crickets, Elm seed bugs, Box elders, Bees, Yellow jackets, Hornets, Ticks, Carpenter ants, Clover Mites, Wildlife removal of raccoons, rock chucks, and squirrels, Rats and Mice interior trapping
**Exterior Infestation Coverage** Elm Seed Bugs, Box Elders, Bees, Wasps, Yellow Jackets, Hornets, Ticks, carpenter Ants, Gophers on properties under ½ acre.
**Exclusions** Termites, Birds, Mosquitoes, Flies, Voles, Gophers on properties over ½ acre, and any physical repairs needed due to pests.

**Submit service requests at www.pestshare.com**

rentvine

**MAINTENANCE REQUESTS: Want to make things easy? You can quickly submit a maintenance request and be notified when a vendor has been assigned to the work order.**

**SET UP AUTO PAYMENTS: Want to "set it and forget it"? With RentVine, you can set up automatic recurring payments.**

**VIEW YOUR TENANT PROFILE: Easily access your Lease and other important documents. You can also easily see your account balance and individual charges.**

***FRPM recommends using the e-check option when paying rent online, as no service fees are associated with this form of payment.

1st RATE Property Management

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# RESIDENT PROTECTION PACKAGE

credhub

First Rate Property Management has partnered with CredHub for rental credit reporting. Most people spend 26 -50% of their income on rent, so shouldn't you get credit?

### What Does This Mean for You?

You will be automatically signed up for credit reporting. We offer this as an amenity to help give all residents the ability to receive credit for their most substantial monthly payment, your rent. Credit scores can increase from 20 - 70 points with this benefit.

### Other Benefits Include:

- Positively increases buying power (homes, cars, personal loans).
- Higher credit score yields lower interest rates on credit cards.
- Rental history may be backdated upon request up to 24 months.

### How Do You Get Signed Up?

All residents are signed up automatically upon move in. You will get this service for free until your lease renewal. You will find a credit reporting addendum in your lease at that time.

### Things to Note About Your Payment Obligation

When lease payment obligations are met, credit information will be reported to the credit bureaus and will help build a positive credit history.

## New Resident Utility Set-Up

As a new resident, you have access to First Rate Property Management's Utility Platform—your one-stop solution for hassle-free utility connections.



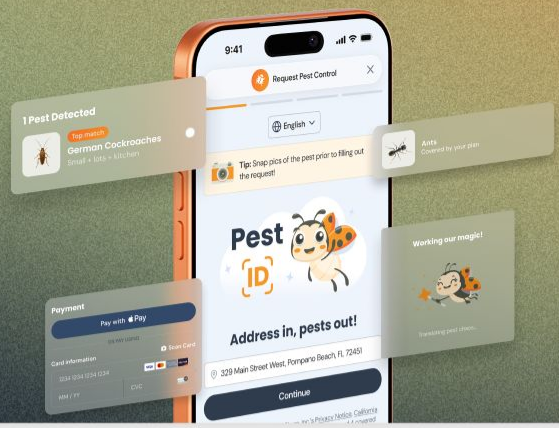
What does the platform offer?

- Quick Utility Setup: Easily connect all your essential services.
- Discounted Internet Options: Enjoy savings while getting online fast.
- Smooth Transition: Once your utilities are set up, simply enter your account or confirmation IDs into the platform to ensure everything is ready for move-in day.

Start your setup today and make your move stress-free!

Pest Share™

# A Faster, Easier Way to Report Pest Issues




**Got a pest problem? Report it in minutes at [www.pestshareservice.com](http://www.pestshareservice.com)**

## How to Submit a Request

**1.** Visit [www.pestshareservice.com or](http://www.pestshareservice.com) your Resident Portal

**2.** Upload a photo of the pest if possible or type a description of the pest Use Pest ID™

**3.** The vendor will visit your home on the designated community day

**4.** Treatment completed — you're notified at every step

### No pest expertise needed

Not sure what you're seeing? No problem. The system asks a few simple questions and helps identify the pest for you.

### Report everything at once

Seeing more than one type of pest? Include them all in a single request, no need to start over for each one.

**See a pest? Don't wait.**

Scan QR code and submit your request at *[www.pestshareservice.com](http://www.pestshareservice.com)* or through your Resident Portal.

Pest Share

# New Submission + New Site FAQs

**Q: What is Pest ID?**
**A:** Pest ID is the way to submit pest requests through Pest Share. It's an updated submission flow on pestshareservice.com that uses AI to help identify the pest and capture the right details so requests get handled faster.

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**Q: Why did the site change from pestshare.com to pestshareservice.com?**
**A:** pestshareservice.com is now the dedicated site for resident pest submissions. pestshare.com still works and will redirect there automatically, but pestshareservice.com is the direct link to use from now on.

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**Q: Do I have to use the AI features?**
**A:** No. The AI assists, it doesn't get in the way. You can still enter details manually if you prefer. The voice input, photo, and AI identification are there to make it faster, not to add a requirement.

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**Q: Is my payment information safe?**
**A:** Yes. Payments are processed through Stripe, the same payment infrastructure used by millions of businesses worldwide. Pest Share doesn't store raw payment details.

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**Q: I submitted a request on the old site before the change, do I need to do it again?**
**A:** No. Any request you've already submitted is in the system and being handled. The change only affects new submissions going forward.

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**Q: I'm not sure what kind of pest I have. What do I do?**
**A:** That's fine, you don't need to know. The new flow includes Pest ID chat, an AI guide that asks a few questions to help narrow it down. You can also just upload a photo and let it help identify the pest.

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**Q: Can I report more than one pest at once?**
**A:** Yes. The new flow lets you report several pest issues in a single submission, no need to start over for each one.

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**Q: Do I need to download an app?**
**A:** No. Pest ID works in any web browser at pestshareservice.com. There's nothing to install.

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**Q: What pests can I submit for?**
**A:** It depends on your property's plan. [PM: insert the pest list included in your plan here — see your Pest Share plan details.] If you have a pest that isn't included in the plan, you may still be able to request payper-pest service through the same flow.

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**Q: Can I still just call the office to report a pest?**
**A:** We'd really encourage you to submit through pestshareservice.com — the new flow captures better detail and routes your request directly, which means faster service.

1251 N. Cole Road, Boise, Idaho 83704
208-321-1900 phone  208-321-1901 fax

# Forced Air Filter Program

**For eligible properties, a new Forced Air Filter will be delivered right to your doorstep approximately every 60 days! No more remembering when to change your filters, figuring out what filter size you need, or making a special trip to the store! All tenants renting units with a Forced Air system are required to be enrolled in this program. Please see Rental Agreement for terms and conditions.**

There are multiple benefits to consistently changing the filters, even while renting. Changing the furnace filter regularly keeps the appliances working properly, and is an excellent way to save money on your energy bills. Having a clean filter means it takes less energy for the HVAC system to push air through the home. Accordingly to the EPA and manufacturer instructions, is it important to change the filters at a minimum of every 60 days. Changing filters also consistently helps lessen the adverse effects of poor indoor air quality.

**Quality MERV 8 Filters**

These are not your bargain air filters! They will be rated MERV 8! MERV 5–8 are considered "good" quality filters. These filters are better at catching small particles (3–10 microns) like organic particles, hair spray, dust mites and animal dander.

**Do I install the filter myself?**

Yes. Once received, you will remove and dispose of your old filter, and replace with the new filter. For assistance with how to install the new filter, please go to: https://www.wikihow.com/Change-a-Home-Air-Filter

**Where is my air filter located?**

First, look around the unit for a return air grille (wall, ceiling, or on the actual HVAC system). If you find one, there will be a place for you to open the grate, and your filter will be inside. If your unit does not have a grille on the wall or ceiling, the air filter will be located in/by the furnace. Look for a 1"-4" wide hinged or removable cover on it and the filter will be inside. If the return air grate is located on the ceiling, or on the wall to where it would require a ladder to reach, please contact a member of the FRPM Maintenance Team for assistance.

**I buy my own filters; can I opt out of receiving these filters?**

We appreciate our tenants that take the appropriate steps to take care of the HVAC systems, but this program is not optional per the rental agreement. We are confident that our Filter Delivery Program will save you time and money while providing you with high quality filters.

**I didn't receive the correct size filter OR I was supposed to receive 2 filters but I only got 1, who do I contact?**

First off, we're sorry about that! Please just email our Maintenance Team directly at Maintenance@frpmrentals.com with your address, and what needs to be corrected for the order, and we will get it corrected as soon as possible for you.

## We would be happy to answer any questions you may have!

# MAINTENANCE TIPS:

- **Water Alarms**

  ***-Water alarms are a small white device that will beep when water is detected. These are found under the dishwasher, washer, and water heater. Please do not remove or discard these. If you hear the water alarm going off, please reach out to maintenance. There is also a kickplate at the bottom of the dishwasher that can be removed to access the water alarm if it is beeping.***




- **Filters**

  ***-Air filters need to be changed bi-monthly, and in some cases, monthly. Once you receive your new filter, please change it right away. If you have a Window/Wall AC unit, these filters need cleaned often by removing the filter and wiping it off. Not changing or cleaning the filters will ruin the system, so it is important to do so on a regular basis.***

- **Thermostats**

  ***-If you are experiencing issues with your heating/cooling not working correctly, you should always check your thermostat temperature first and confirm it is on the correct setting. You should also check the thermostat batteries and check your breaker and make sure it hasn't tripped. If troubleshooting does not help, please submit a maintenance request through your portal.***

- **Garbage Disposals**

  ***-If you are having issues with your disposal. Please use the Allen wrench that was given to you. It goes into the base of the disposal, underneath the sink cabinet, and you turn the Allen wrench until you feel the disposal unjam. You should also try pushing the red reset button on the disposal and resetting any GFI's that are in your unit.***

- **Clogged drains**

  ***-Please make sure to attempt to clear any drains before submitting a maintenance request. Most tubs have tub stoppers that can be unscrewed so you can get to the drain to clean out hair.***

Please scan this QR code to be brought to our maintenance FAQ & troubleshooting steps, we ask that you attempt these – if a tech is able to resolve your issue with the steps listed here, you could be liable for their trip and time.

