

Dear Owners,

In our continuous efforts to provide the best possible experience for our property owners and residents, and to stay competitive within the property management market, we're pleased to announce our new Resident Benefits Package. We're launching this slate of amenities for our residents in an effort to ensure we can serve them as a true full-service rental management firm today and into the future.

This new offering will include:

- HVAC filter delivery every 6-months, or as required by your HVAC system, which will help your resident save up to 15% on monthly heating & cooling bills, improve their indoor air quality, and reduce the likelihood of a HVAC related maintenance issues by up to 40% - filters also arrive date stamped to help maintain tenant accountability and compliance.
- Inclusion in our industry-leading value residents insurance policy from an A-rated carrier, giving you peace of mind that your resident is meeting the insurance requirements in their lease agreement.
- Move-in concierge services to help residents get the best value on utilities and conveniently activate their cable, internet, alarm services, and general utility services - helping ensure utilities are transferred over in a timely manner - every time.
- A best-in-class resident rewards platform to help residents earn rewards on everyday expenses, further allowing for a premier rental experience.
- Credit building to further encourage on time payments by residents and help boost their credit score.
- \$1M Identity Protection for all adult leaseholders complete with a US-based Identity Restoration Specialist - this program may cover up to six months of tenants living expenses - including rent - based on approval.
- 24/7 online maintenance reporting aimed at making reporting those pesky maintenance issues easy and timely.
- Access to resident accounts, documents, and communication resources through our easy-to-use online portal.
- Vetted vendor network to ensure all technicians sent to the property are reputable, licensed, and insured for any and all repairs required.

Thank you for allowing us to manage your investment property!

Hawk Management

Broker License: 01924661