
Welcome to your
Invitation Home.



invitationhomes™



Dear Resident,

We're delighted you've chosen to make one of our houses your home. A place to raise your family and the space, privacy, and sense of community that comes with it. We offer high-quality homes for lease in desirable neighborhoods across America. And our homes are all backed by our professional property management teams, providing exceptional resident services.

At Invitation Homes, we are always striving to bring you the best in order to provide you the convenient and carefree living that leasing with Invitation Homes offers. Throughout this brochure, we will guide you through leasing your new home and let you know what you can expect from Invitation Homes.

Together with you, we make a house a home. And we look forward to seeing you in your home for many years to come.





Inviting You to Save

To start, we'd like to introduce you to your Resident Rewards program – special discounts on big-ticket and everyday items from retailers such as Walmart, Macy's, Target, The Home Depot, Gap, Nike, Dell, and HP.

To see your rewards, simply log in using your Invitation Homes Resident Rewards Welcome Email with the activation button or go to ihresidentrewards.corporateperks.com. For more information, please visit ihresidentrewards.corporateperks.com/help.

Setting Up Your Online Account

From paying your rent to maintenance requests, your online account makes leasing easy.

1. Visit invitationhomes.com. If you applied online, you have a “resident” account using your current login and password. If you did not apply online, select “Click here to register.”
2. Complete the required fields for registration. A registration code is required and can be obtained from your local property management office.
3. Upon completion, you will receive a confirmation email. Activate your account by clicking the link provided in the message. If you do not receive this email within 10 minutes of registering, please check your spam/junk folder.
4. Welcome to your resident portal.

Making Payments Online

Log in to your portal account and select “Payments.” If this is your first payment:

1. You will need to set up your account by selecting “Payment Accounts.”
2. Choose to add a credit card and/or bank account.
 - a. To add a bank account, enter your account name, routing number (9 digits), account number (3-17 digits), and account type.
 - b. To add a credit or debit card, simply enter your card and billing information.

Scheduling Payments

1. Select the “Make Payments” tab and follow the instructions. Please note: you may only pay the full amount due; partial payments are not accepted.
2. Set up recurring payments through the “Auto Pay Setup” for your convenience. You can also review your pending and recent payment activity.

For further payment instructions, please refer to invitationhomes.com/blog/how-to-make-hassle-free-online-payments/

Maintaining Your Home

Invitation Homes provides the highest level of service to our residents, with a responsive and friendly customer service staff offering both regular preventive service visits and emergency maintenance as needed. Associates and licensed contractors are ready to respond quickly and will make every effort to ensure your home runs, and stays running, smoothly.

ProCare Proactive Service

As an Invitation Homes resident, you receive the benefit of our ProCare Proactive Maintenance Program. ProCare was developed with you in mind. It ensures every aspect of your home is in continuous working order and provides you the carefree living that leasing with Invitation Homes offers.

The ProCare Program is designed to:

- Review systems and answer any remaining questions from move-in orientation
- Address any minor maintenance issues that do not require immediate service
- Perform inspections and preventive maintenance on the systems in your home
- Minimize inconvenience by combining multiple repairs into a single visit

The ProCare Service Schedule consists of:

- An initial ProCare visit 45 days after move-in
- Recurring service visits every six months






















You will receive a “ProCare Fridge List” to keep track of any minor maintenance requests you may have. These requests will be addressed at each of your scheduled visits.

Maintenance

To schedule a maintenance request online, simply log in to the resident portal, select “Maintenance Request,” and complete the submission form. For urgent issues, call your local maintenance number found on page 7; do not use the online option.

Invitation Homes will handle any major maintenance issues that arise in your home. It is important to contact us in these instances to avoid responsibility for mishandled repairs.

Although our ProCare service and maintenance requests cover much of your home’s maintenance, you also have a role in the ongoing care of your home. Please reference the list below for a guide on maintenance responsibilities.

 Invitation Homes Responsibility	 Resident Responsibility	
Interior	Exterior	Plumbing
 Air conditioning not cooling	 Fences	 Garbage disposal
 All appliances	 Garage door	 Major drain clogs
 Furnace not heating	 Roofing issues	 Plumbing leaks
 Changing air filters	 Dispose of trash in a clean and sanitary manner	 Plumbing hardware
 Changing light bulbs	 Lawn maintenance	 Water heater
 Proper use of gas, electrical and plumbing fixtures	 Pool maintenance*	 Minor toilet and drain clogs
 Pest control		

Please note: Nothing contained herein is intended to modify any of the obligations set forth in your lease and, in the event of a conflict, the terms of your lease controls. For questions, please contact us.

*Pool maintenance: Please refer to lease for specific resident responsibility.

Sharing Your Feedback

Resident RSVP

Your opinion is very important to us and helps us identify what we're doing right and areas where we need improvement.

Please watch your inbox for important survey emails from **Resident RSVP** inviting you to provide us with feedback.

Together with you and your input, we can continue to deliver the best home leasing experience possible.

Getting to Know Your Home

Now maintaining your home is easier than ever. We've provided a series of short videos to help you solve common issues around your home - from replacing your AC filter to fixing a clogged toilet. Simply visit invitationhomes.com/video-gallery and click on the video topic(s) you wish to view in the Video Gallery section.

Many of these videos address items outlined on page 4 (Maintaining Your Home). But of course, should you have a problem, we're always here to help through your local call center.

Staying Connected

Stay in touch with everything that's happening at Invitation Homes on our blog at invitationhomes.com/blog and connect with us on social media.



facebook.com/invitationhomesweb



[@invitationhomes](https://twitter.com/invitationhomes)



youtube.com/invitationhomes



plus.google.com/+invitationhomes





Keeping Your Neighborhood Beautiful

Your Invitation Home may be part of a Homeowners Association (HOA) and covered by certain rules and regulations that ensure your neighborhood runs efficiently. Please be sure to familiarize yourself with the specific Covenants, Conditions and Restrictions (CC&Rs) that were provided for your HOA as part of your Lease Agreement. As a resident in an Invitation Home, you are required to comply with the local CC&Rs for your HOA.

Your CC&Rs may differ, but some examples of standard CC&R points of interest include items such as:

- Care should be exercised in the landscaping and maintenance of trees, plants, flowers and shrubs on your lot to prevent drainage problems or obstruction of sight lines required for vehicular traffic. Please also ensure that weeds are never present in your landscaping, especially in non-grass areas.
- Vehicles must park in their driveway or garage and should not cover sidewalk areas or impede pedestrians in any way. Vehicles parked in the yard, street or on sidewalks are subject to towing at owner's expense. Please note that some HOAs only allow parking in your garage.
- Driveways must be kept free of oil stains.
- Trash containers should not be stored in driveways or common areas, but in garages or behind a fence. Place containers on the street no earlier than the night before trash pick-up and store them no later than the night of the trash collection.
- Remove holiday decorations within a reasonable amount of time (approximately 10 days).
- Pets must be walked on a leash and waste disposed of properly.
- No signs, foil, cardboard, or any other item visible from the exterior, shall be displayed in the window of your home.
- To ensure the safety of all residents, please be aware of the residential speed limit, and members are encouraged to watch for pedestrians while driving.

The above items are suggested as best practices for most HOAs. However, your HOA's CC&Rs and state law will vary and have specific requests with which you will need to comply.

Invitation Homes Locations

Atlanta

Leasing: 855.684.7368 • Maintenance: 877.760.2470
AtlantaLeasing@InvitationHomes.com

Charlotte

Leasing: 855.709.7368 • Maintenance: 877.759.7588
CharlotteLeasing@InvitationHomes.com

Chicago

Leasing: 855.715.7368 • Maintenance: 877.759.7584
ChicagoLeasing@InvitationHomes.com

Inland Empire

Leasing: 855.716.7368 • Maintenance: 877.759.7583
InlandEmpireLeasing@InvitationHomes.com

Jacksonville

Leasing: 855.718.7368 • Maintenance: 877.759.7582
JacksonvilleLeasing@InvitationHomes.com

Las Vegas

Leasing: 855.719.7368 • Maintenance: 877.759.7580
LasVegasLeasing@InvitationHomes.com

Los Angeles

Leasing: 855.721.7368 • Maintenance: 877.759.7554
LACountyLeasing@InvitationHomes.com

Miami

Leasing: 855.730.7368 • Maintenance: 855.856.3843
MiamiLeasing@InvitationHomes.com

Minneapolis

Leasing: 855.564.7368 • Maintenance: 855.540.7368
MinnesotaLeasing@InvitationHomes.com

Orlando

Leasing: 855.380.7368 • Maintenance: 877.759.7556
OrlandoLeasing@InvitationHomes.com

Phoenix

Leasing: 855.390.7368 • Maintenance: 877.759.7558
PhoenixLeasing@InvitationHomes.com

Sacramento

Leasing: 855.731.7368 • Maintenance: 877.759.7561
SacramentoLeasing@InvitationHomes.com

Seattle

Leasing: 855.393.7368 • Maintenance: 877.759.7562
SeattleLeasing@InvitationHomes.com

Tampa

Leasing: 855.391.7368 • Maintenance: 877.759.7563
TampaLeasing@InvitationHomes.com

