

Hello and Welcome!

We will be following up closer to your move-in date to arrange key pick up and what you can expect on move-in day. Before then, though, here are a few reminders and ways to make getting started in your new home as easy as possible and to start capitalizing on your Resident Benefits Package.

Dreading staying on hold for hours with utility companies and cable/internet providers? As part of your Benefits Package, our friends at Citizen Home Solutions will turn this hassle into a simple 10–15-minute conversation designed to create your accounts, schedule installation, and find you the best bargains available! While Citizen Home Solutions will be making an effort to reach you before move-in, please call (972) 332-1440 or schedule a convenient time with them directly by clicking [here](#).

Ever paid rent on time and gotten nothing for it? Not anymore! Your benefits package also includes enrollment in our Resident Rewards program, powered by Piñata. It's easy to access your rewards platform and online marketplace; simply download their app to your smart device using the link included in the welcome email you'll receive from Piñata in the days ahead. We'll confirm your first rent payment with them and send a \$25 gift card your way, along with additional perks for you throughout your time with us!

Join us in the Resident portal! No, this isn't some creepy third dimension, it's just an easy way to communicate with us, make rent payments, and access important documents. Click [Tenant | Northpoint Asset Management \(Property\) \(northpointam.com\)](#) to set up your account, and we'll see you there!

Changing the HVAC air filter is a tenant responsibility per our lease agreement; we've made it as easy as possible by partnering with Second Nature. If your home has HVAC, your air filter(s) will begin arriving on your doorstep shortly after you move-in. All you need to do is change it upon arrival and continue to do so each time a new one arrives approximately every 60 days, or as required by your HVAC system. No advance effort is required; we've got it covered! Should you have any installation questions please reach out to Second Nature customer care at 1-800-308-1186, Mon - Fri 10 to 6 EST.

Thanks again for joining us, and welcome home!

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