

## ✓ Luxury Living Experience For Residents

- Home Assistant on the line in 60 seconds or less for every in home need (*repairs, cleaning services, furniture building, etc.*), 24/7/365.
- \$50 reimbursements on tenant caused damages.
- Easy online portal for scheduling & waived cancellation fees for schedule changes.

## ✓ Financial Protection For Owners

- 24/7 Home Assistant ensures emergency maintenance issues never get missed.
- Backed by Latchel's \$1,000,000 insurance policy.

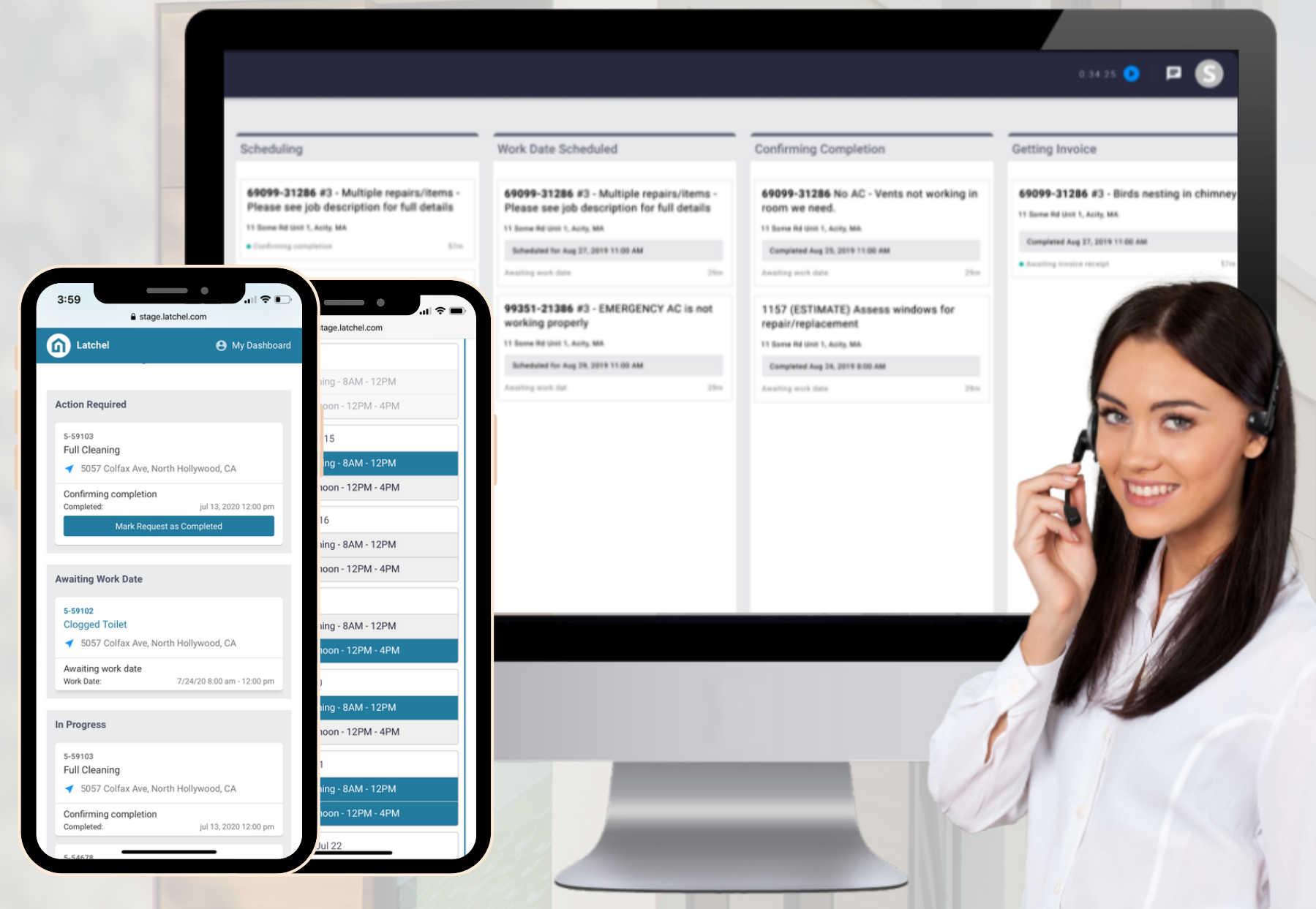
## ✓ Save Money With A Proactive Maintenance Approach

- Video based troubleshooting resolves or de-escalates 30% of maintenance requests.
- Saves an average of \$180/unit per year on routine maintenance.
- Move-out repairs are handled faster decreasing the vacancy time on the unit.



# 24/7 HOME ASSISTANT

## The Modern Approach To Resident Service







**4.7 / 5 STAR  
RATING**

For Tenant Satisfaction



**Latchel**



## **QUALITY RESIDENT EXPERIENCES**



### **Increase Your Operating Income**

- Increased resident satisfaction has a direct impact on resident retention
- Reduced turnovers save the time and cost of filling a vacancy.



### **Better Protection For The Property**

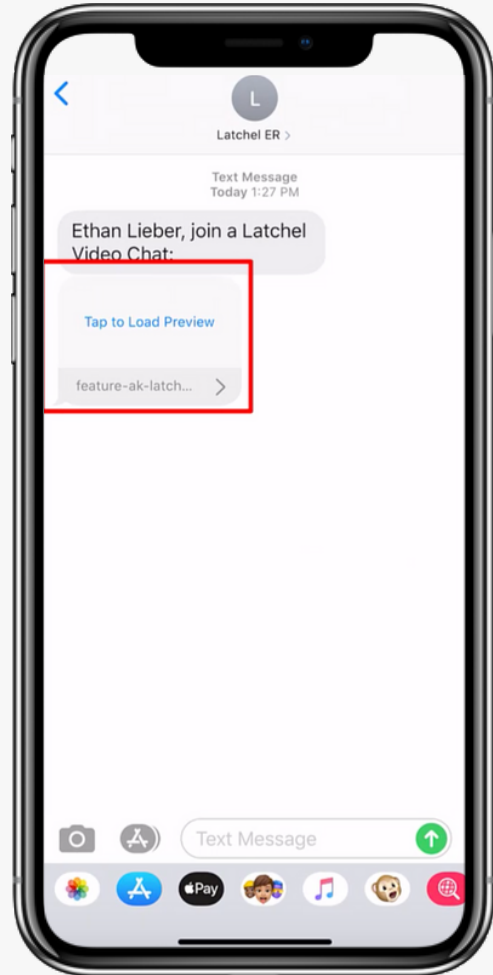
- By providing video trouble shooting and instant response times 24/7/365 residents are more likely to immediately take care of issues in the property.



### **Lower Vacancy Time**

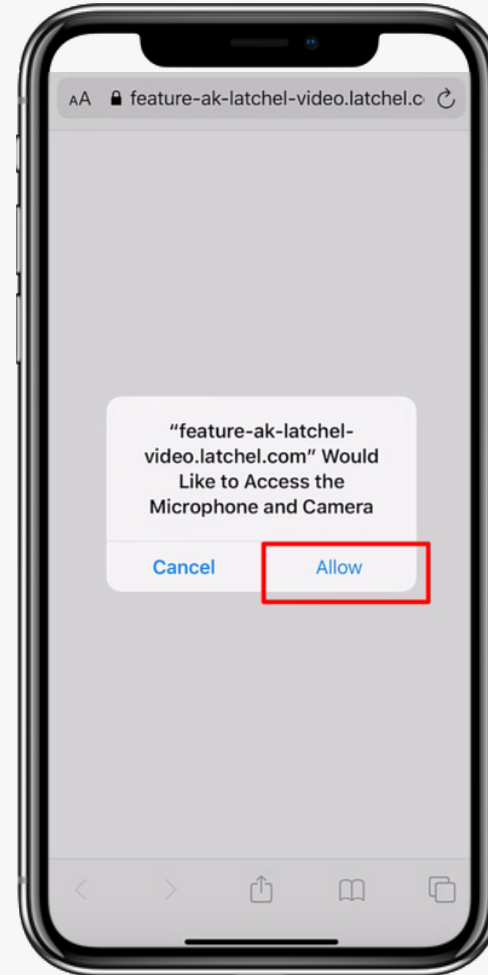
- By being more proactive on maintenance during the tenants' residency, move-out repairs are taken care of much faster, decreasing standard vacancy times.





## STEP 1:

**Resident receives a link sent via SMS**



## STEP 2:

**Resident allows Latchel video & microphone access**



## STEP 3:

**A recorded video chat opens for proactive troubleshooting**



# VIDEO BASED TROUBLESHOOTING

## ✓ Improves Tenant Retention & Happiness

- Proactive troubleshooter on the line in 60 seconds or less.
- No downloads necessary, SMS link opens a video chat.

## ✓ Enables Contactless & Remote Repairs

- An average of 30% of maintenance requests are resolved or de-escalated via video chat.

## ✓ Saves Money & Reduces Emergency Risk

- Saves an average of \$180/unit per year on routine maintenance.
- Can save tens of thousands in damages by mitigating emergencies quickly.