



Latchel Benefits

Always one call or text away, 24/7/365



What You Get

With Latchel, you have access 24/7/365, hire pros for home tasks, and get access to an ever-growing marketplace of financial benefits.



Get a Response - Every Time

Need help accessing your benefits? Have a question on a current maintenance request? Latchel is here 24/7/365



Financial Protection

Up to \$2,000 in reimbursements for accidental damages, missed appointment fees, lock outs, and more.



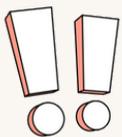
24/7 Troubleshooting

24/7 help resolving emergency maintenance issues over a video chat with one of our technicians.



Enhanced Home Lifestyle

We help coordinate lifestyle chores like: home cleanings, tv mounting, furniture assembly, and more!



Benefits Marketplace

Receive access to specially priced benefits, including cash back offers and rent rewards.

*All benefits are subject to change at any time. Specific terms and conditions apply to each benefit and can be found at latchel.com/residents

Latchel Exclusive Benefits

Take advantage of these benefits for your financial and personal wellbeing, available only through Latchel!



Missed Appointment Fee Reimbursement

If you get charged a trip fee for a missed maintenance appointment, you will be eligible for reimbursement for up to 50% of the cost



Overnight Stay Reimbursement

Residents get a free night of a hotel stay if we don't resolve their overnight emergencies fast enough. If it is between 11pm-5am and we don't have a confirmed vendor in 2 hours



Free Security Deposit Review

Our Industry experts will offer an independent review of residents' security deposit charges with suggestions based on market norms



Free Drain Maintenance Packs

Residents may request drain unclogging snakes in the mail to help reduce plumbing issues



Move-in Promise

If certain move-in maintenance is not completed to our satisfaction within 2 weeks of your move-in, dinner's on us! Residents can request a \$50 giftcard to DoorDash



Lockout Reimbursement

Annual use benefit up to \$50 for a resident to be reimbursed for a lockout

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Cash Reimbursements

Access up to \$1,000 in cash reimbursements damages you'd normally be responsible for.



Plumbing Clogs

Plumbing clogs? We'll drain your pipes, not your wallet.



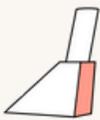
Garbage Disposal

Overestimated the power of your garbage disposal? You won't have to dispose of your money to fix it.



Broken Windows

Accidentally crack your window? Latchel will reimburse you for the cost.



Stained Carpet

Spill red wine on your carpet? There will be no whining when the clean up won't cost you.

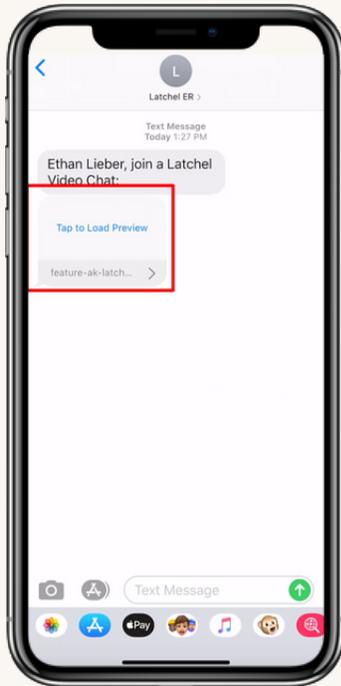
Need to request a reimbursement?

[Submit Request](#)

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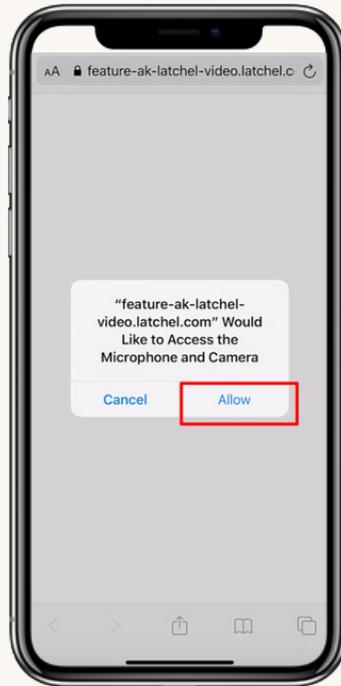
Video Troubleshooting

Get real-time proactive video troubleshooting for emergency maintenance requests.



Step 1

You'll receive a link via SMS from your Home Assistant



Step 2

You'll receive a link via SMS from your Home Assistant



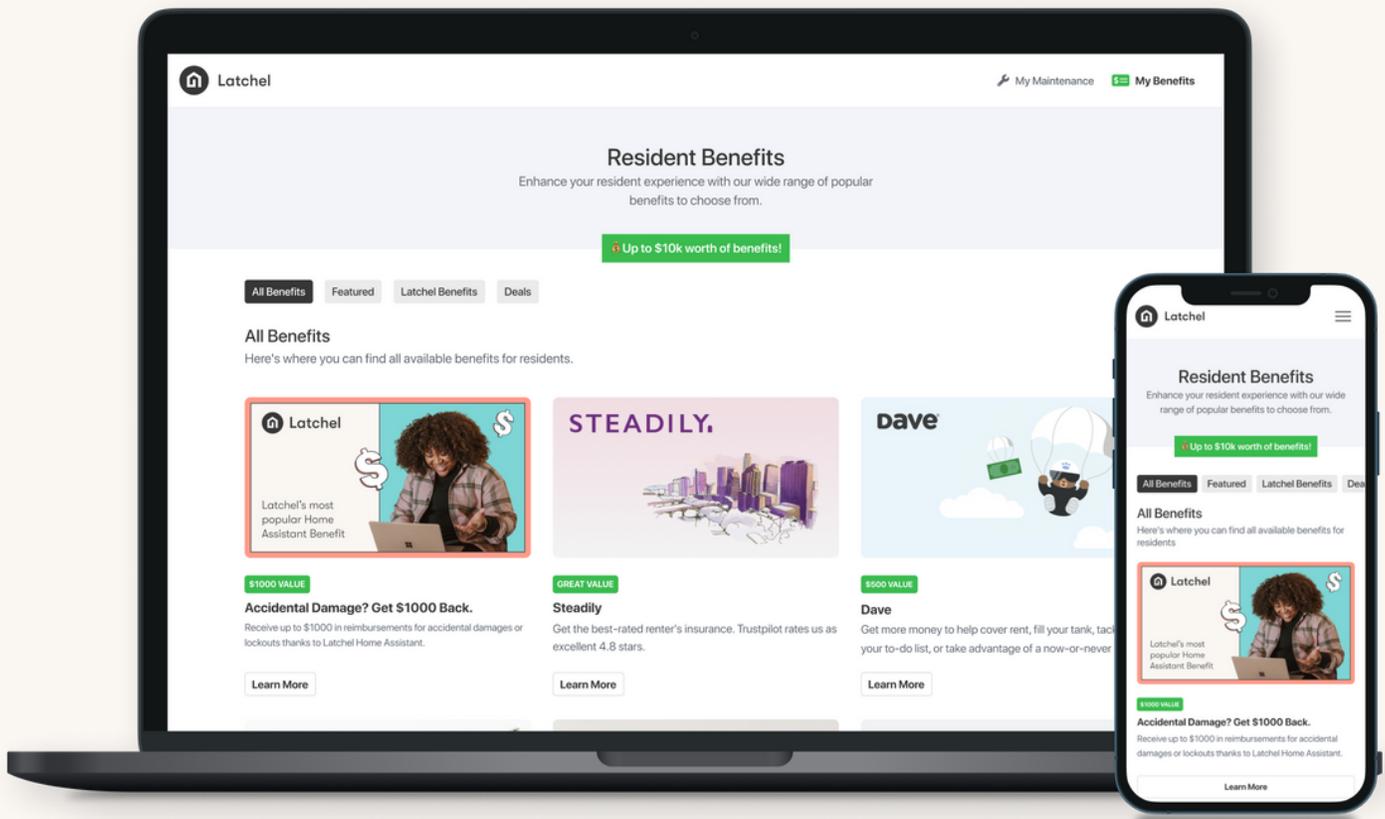
Step 3

A video chat opens for proactive troubleshooting

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Latchel Benefits

Latchel offers a number of resident benefits that can easily be accessed from your dashboard



Access your benefits in your dashboard.

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Home Assistant

Your one stop shop for scheduling and organizing all your in home needs.

Home Cleaning

One of the most requested services!

Carpet Cleaning

Residents often request carpet cleaning before moving out.

Furniture Assembly

Pesky Ikea furniture you don't want to deal with? We got you!

Dog Walking

For when you can't be the one holding the leash.

TV Mounting

We mount TVs, assemble furniture, and more!

Junk Removal

A common request we find long term residents requesting.



Standard Services

Home cleanings, TV Mounting, Furniture Assembly, Lawn Care, Carpet Cleaning, Pest Control, etc.

Hourly Rate average \$40-70



Snack Size Services

Dog walking, light handyman work, Dry cleaning pickups, etc.

Hourly Rate average \$20-30

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Citizen Home Solutions will contact you before your move-in date

Citizen Home Solutions is a FREE service as part of Latchel's our move-in concierge that will assist with the connection of water, gas electricity, cable, internet, and other services according to your area.

Home Services Citizen Home Solutions Helps With:



TV



Internet



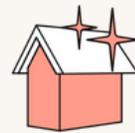
Phone



Utilities



Home Security



Home Automation

Citizen Home Solutions will contact you before your move-in date to help comply with the utility section of your lease agreement. To activate your utilities immediately, schedule a call with Citizen Home Solutions by visiting www.myfreeconnection.com