



# 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.



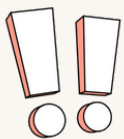
## 24/7 Troubleshooting

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](https://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.

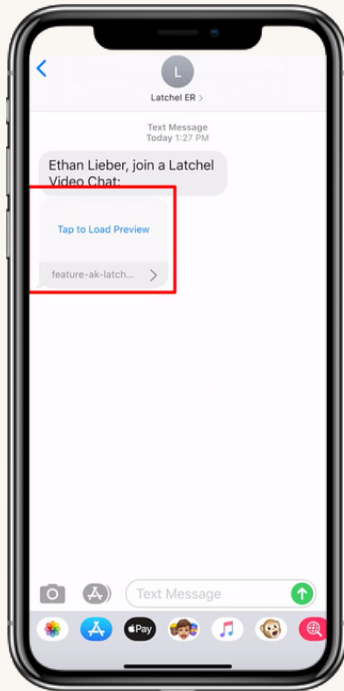
## Need to request a reimbursement?

[Submit Request](#)

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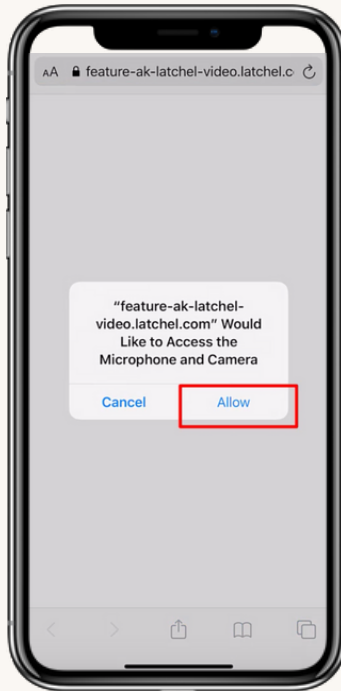
# Video Troubleshooting

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



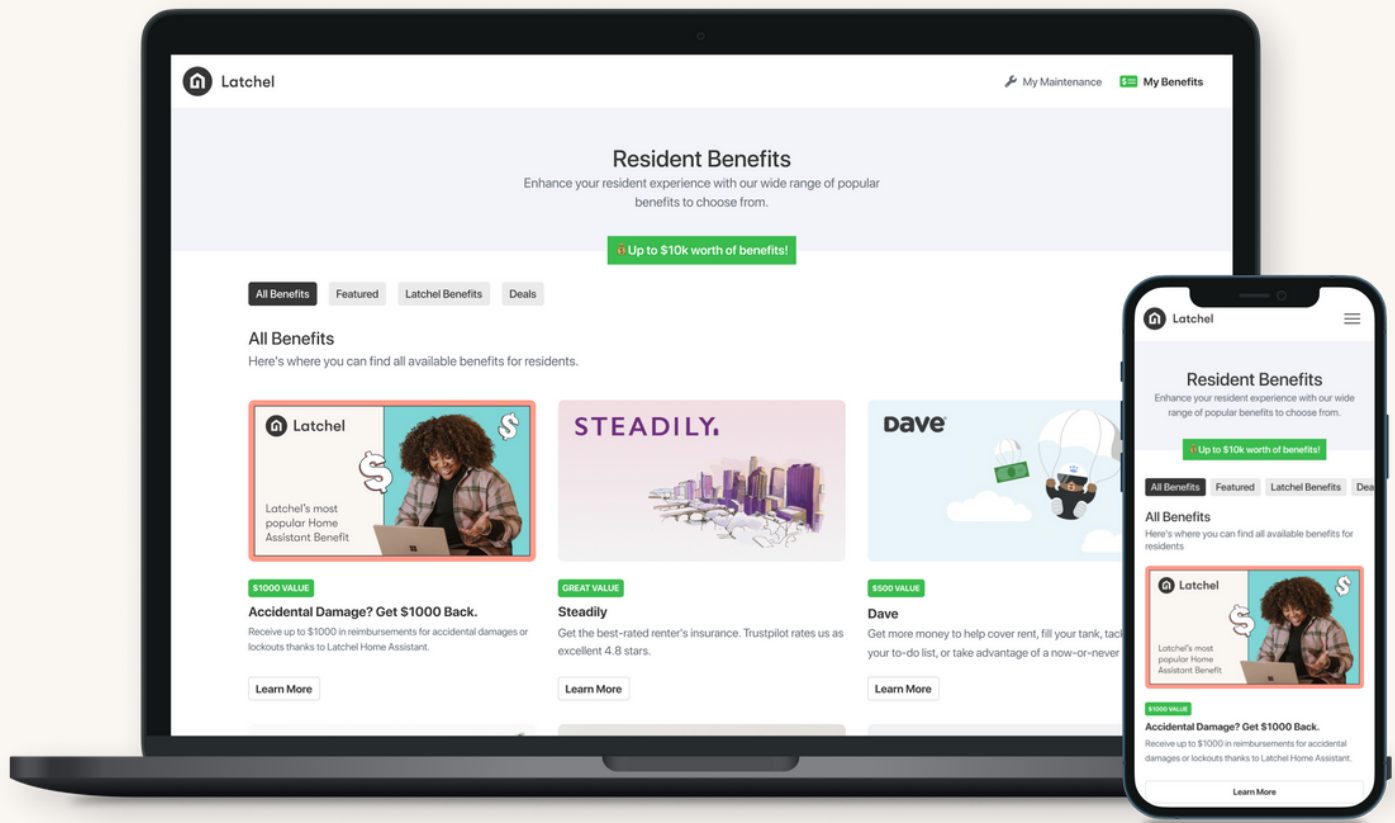
## Step 3

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](http://www.myfreeconnection.com)