



**RESIDENTS PROTECTION  
PACKAGE (RPP)**  
CUSTOMER SERVICE TRAINING

# WHAT IS INCLUDED?

- Renters Legal Liability
- Bi-Monthly Filter Service (if applicable)
- Pest Protection
- Online Payment Discount
- 24/7 Afterhours Maintenance Emergency Hotline
- Tenant Move-In Care Package



# RENTERS LEGAL LIABILITY

- Fire, Smoke, Explosion, Water Discharge, Sewer Backup caused by negligent acts of resident or their guest.
  - \$250 Deductible
  - Primary Policy to help avoid claims on Insurance
  - Not HO-4
- Renters Insurance covers lost or damaged possessions from fire, theft, or vandalism.
- Both are highly recommended but only require Liability Coverage.



# BI-MONTHLY FILTER SERVICE (IF APPLICABLE)

- \$35 RPP includes the filter
  - MERV8 – Highest quality filter – catches the smallest particles (hairspray, dust mites, animal dander)
  - Regular & Consistent Delivery
  - Provides Convenience to Tenants
- \$30 RPP excludes the filter



# PEST PROTECTION

- Inexpensive Pest Control Solutions
- Tenants Call Pestcom directly
- Reduces workload for maintenance
- Peace of mind for tenants
  - No Reporting Hesitation

## ***Pest Coverage:***

|  |                             |                              |
|--|-----------------------------|------------------------------|
| <b><i>BED BUGS</i></b>   | <b><i>Ants</i></b>          | <b><i>Carpenter Ants</i></b> |
| <b><i>Cockroaches</i></b>  | <b><i>Spiders</i></b>       | <b><i>Clover Mites</i></b>   |
| <b><i>Fleas</i></b>  | <b><i>Earwigs</i></b>       | <b><i>Rats</i></b>           |
| <b><i>Bees</i></b>   | <b><i>Crickets</i></b>      | <b><i>Mice</i></b>           |
| <b><i>Wasps</i></b>  | <b><i>Elm Seed Bugs</i></b> | <b><i>Gophers</i></b>        |
| <b><i>Yellow Jackets</i></b>                                     | <b><i>Box Elders</i></b>    |                              |
| <b><i>Hornets</i></b>  | <b><i>Ticks</i></b>         |                              |
| <b><i>Wildlife Removal (racoons, rock chucks, squirrels)</i></b> |                             |                              |



# ONLINE PAYMENT DISCOUNT

- Pay Online & Save \$10
- Use E-Check or Credit Card
- View Credit Profile/Build Credit
- Automatic Payments
- Use FRPM Referral link

[www.renttrack.com/frpmrentals](http://www.renttrack.com/frpmrentals)

## WHAT IS A CREDIT SCORE WORTH?

Perhaps you'll need some new wheels soon. By building credit now, you could save *thousands of dollars*\*:

|                                 | NOT Reporting Rent | Reporting Rent |
|---------------------------------|--------------------|----------------|
| Credit Score                    | 590-619            | 620-659        |
| APR                             | 13.5%              | 10%            |
| Payment/Mo.                     | \$460              | \$425          |
| Total Interest                  | \$7,615            | \$5,512        |
| <b>a difference of \$2,103!</b> |                    |                |

\*Credit scores and lending criteria can vary widely. This illustration is for educational purposes only and is not a guarantee.



# AFTER HOURS MAINTENANCE HOTLINE

- By Calling the Office
  - 208-321-1900 → 2 → 2 – Reach After Hours Maintenance Requests/Emergencies
- Peace of Mind for Tenant & Owner
- Convenience
- Security



# TENANT MOVE IN PACKAGE

- \$100 Referral Reward
- Drain Snake/Plunger/Alan Wrench
  - Prevents unnecessary calls to maintenance
  - Prevents unexpected charges
- Local Establishments Coupons/Info

