



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.



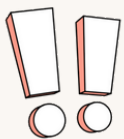
24/7 Troubleshooting

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

You 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

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



Move-in Promise

We promise all maintenance requests made within 2 weeks of move-in are completed within 2 weeks of approval, or your family dinner is on us.



Lockout Reimbursement

We reimburse a maximum of one lockout incident per resident per lease term.

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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.



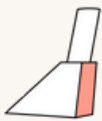
Garbage Disposal

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.

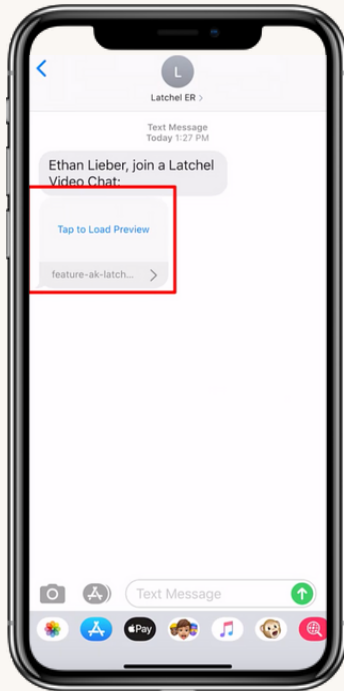
Need to request a reimbursement?

[Submit Request](#)

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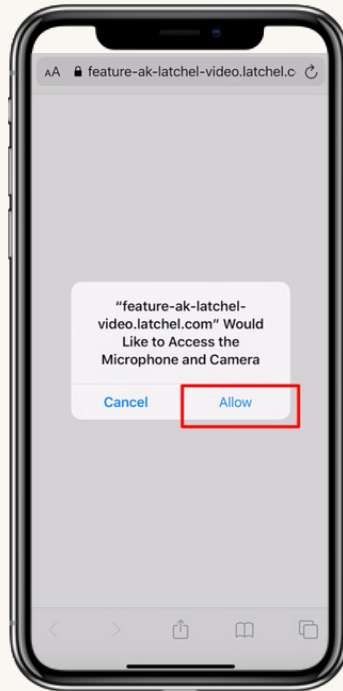
Video Troubleshooting

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



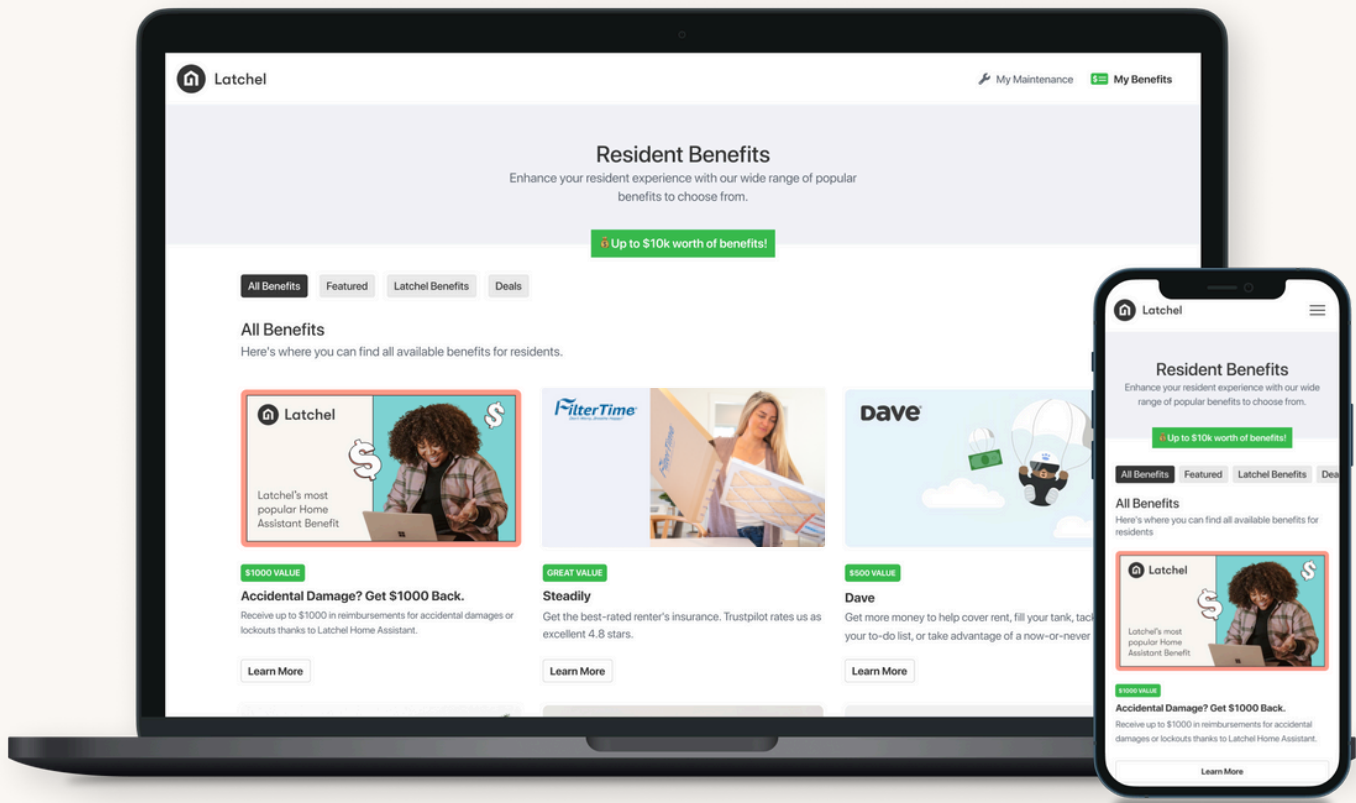
Step 3

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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Utility Valet will contact you before your move-in date

Utility Valet is a FREE service as part of Latchel's move-in concierge that will assist with the connection of water, gas electricity, cable, internet, and other services according to your area. Residents who set up select services can earn up to \$150 in gift cards. In addition, residents who sign up for home security will receive a Free Doorbell Camera, a \$0 set up fee, and a discounted monthly rate.

Utility Valet Helps With:



TV



Internet



Phone



Utilities



Home Security



Home Automation

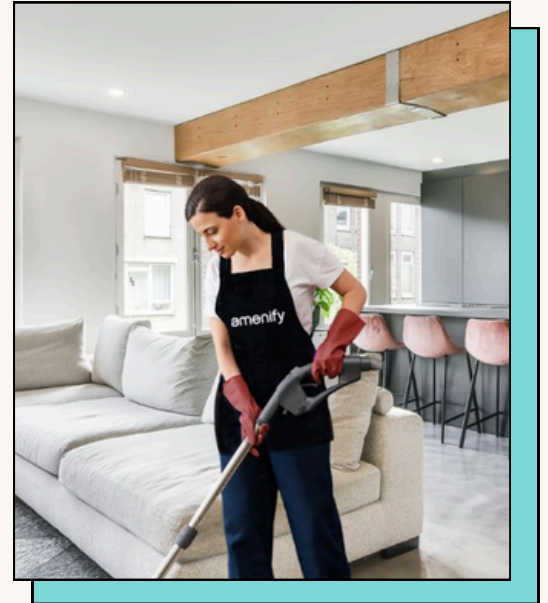
Utility Valet will contact you before your move-in date to help comply with the utility section of your lease agreement. To activate your utilities immediately, schedule a call with Utility Valet by visiting www.utilityvalet.io

amenify

Housekeeping and Grocery Delivery

How it Works:

- ▶ Get \$50 in credits when first claiming the offer to book cleaning or grocery delivery.
- ▶ Every month, you will get an additional \$20 in credits for housekeeping and grocery service.
- ▶ Additional bonus credits are awarded for booking select services.



Amenify offers dedicated home cleanings, chores, food and grocery services, handyman, and other in-home service teams. Amenify provides home cleaning services to residents at big discounts. Residents can enjoy \$50 off their first cleaning and receive an additional \$20 discount each month on either cleaning services or grocery delivery.

Visit www.amenify.com to learn more.



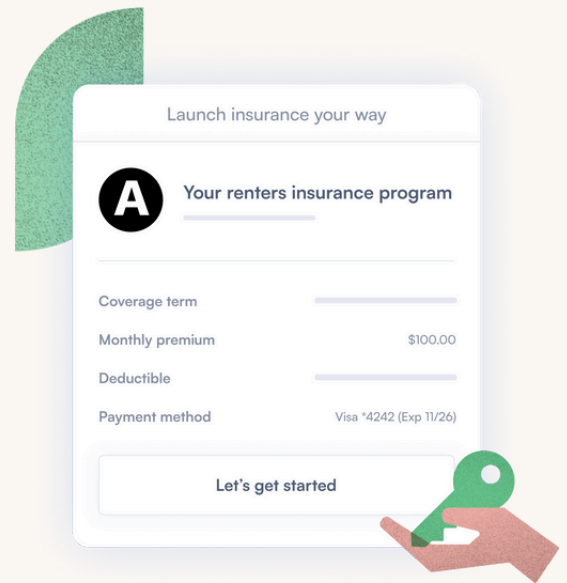
SURE

Unlock the Potential of Digital Insurance

Tailored renters insurance program

Most leases require renters insurance. So, we've partnered with Sure to provide a convenient option for you.

Sure covers a lot more than you might think. Protect your clothes, furniture, and even yourself from unexpected damages and injuries.



Ready to set up your policy?

[Get Started](#)

Visit www.sureapp.com to learn more.