

NAVIGATE

New Resident
GUIDE



NAVIGATE
PROPERTY MANAGEMENT

**EVERYTHING YOU NEED TO
KNOW ABOUT MOVING
INTO YOUR NEW HOME**

At Home with Navigate

in 4 easy steps

1 ONLINE PORTAL

You have been emailed and texted a link to sign into your resident portal. Please do so ASAP. Within the portal, you can pay rent, see your ledger, place maintenance requests, and access important documents.

2 PAYING RENT

Please ensure you make your rent payments on time to ensure you do not accumulate late fees. Rent is due on the 1st of each month, and you have a grace period until the 2nd before the late fees begin to accrue (unless your lease says differently).

WE DO NOT ACCEPT CREDIT CARD PAYMENTS ON OUR ONLINE PORTAL.

You will have the option to pay with a credit card in the portal, but if you do, you will be fined \$150 and we will reject the payment after it has been made. Unfortunately, because of credit card fraud we can no longer accept this payment, but also do not have a way to remove it from the online portal.

3 CONTACT AND RESPONSE TIMES

See the next page for details on how to contact us. Maintenance Requests- (non-emergent) will be assigned within 1 day, vendor will contact you to schedule. Completion time is based upon repair and availability. Questions/Concerns- Texts will be responded to within 12 hours, non emergent emails and voicemails will be responded to within 1-2 business days

4 RESIDENT BENEFITS PACKAGE

If you were previously enrolled in a resident benefits package, we will automatically enroll you in Navigate's resident benefits package. If you were not previously enrolled but would like to take advantage of the benefits package here at Navigate, let your property manager know, and they can get you enrolled. Please see details at the end of this document. Click [here](#) to schedule your call.



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WELCOME TO THE NAVIGATE FAMILY

Here's how you can reach us!

Emergencies

- For all police or medical emergencies please dial 911.
- 24/7 Navigate Emergency Line: 214-444-6575

General Maintenance

- From your online portal, select "Request Maintenance" from either the homepage or the Maintenance tab.
- This is the fastest way to get your request to our maintenance team!

Property Management Team

- Text: 251-297-2423
- Email: support@nmcprertymanagement.com
- Phone: 214-444-6575
- Hours: 9am-5pm M-F

Taking Care of your Home

This may seem like the "boring stuff" but if you take care of these responsibilities you will save time and money. Thank you for being a conscientious resident!

- **AIR FILTERS:** Change your air filter at least once every 3 months. Your AC will not work well if this is not done!
- **SMOKE DETECTORS:** Replace batteries regularly.
- **GARBAGE DISPOSALS:** Do not put grease or any larger food items down the disposal.
- **TOILETS:** ONLY flush toilet paper down the toilets. Even if it says "flushable"... so please do not flush wipes, sanitary products of any kind, paper towels, Kleenex, cotton balls, or your hopes and dreams.
- **YARD MAINTENANCE:** Water Twice per week in the hot months for about 20 minutes each time. Trim bushes and keep lawn mowed.
- **PEST CONTROL:** Treatment is completed before you move in. After move in maintenance of pest control is the tenant's responsibility. Please schedule quarterly.





Feel right at home with our **resident benefits package.**

- ✓ **Filter Delivery Service** - Changing filters is as easy as opening the front door. This service helps you save up to \$250/year and reduces the hassles of repairs.
- ✓ **Renters Insurance Program**- We've secured the industry-leading value policy from an A-rated carrier. You'll benefit by being added to our master policy of all of your insurance requirements in the lease are met. If you want a retail individual policy, you can still get that at anytime.
- ✓ **Renters Rewards Program**- Rent day is now rewards day. You'll get cash gift cards, and exclusive discounts you can use to save up to \$4500/year on everyday expenses.
- ✓ **Credit Building**- We report every on-time rent payment so you build credit. Average increases of 23 to 42 points in resident scores. We can report up to the past 24 months for an immediate boost.
- ✓ **\$1M Identity Protection**- 1 in 4 Americans are victims of identity fraud. All adult leaseholders get \$1M coverage backed by AIG, monitoring through IBM's Watson, and a dedicated, US-based Identity Restoration Specialist.
- ✓ **Move-in Concierge** - One call sets up utility, cable and internet services - and helps you get the best promos and discounts codes available
- ✓ **On-Demand Pest Control** - Pest Assurance, powered by Pest Share, a targeted and effective pest control solution.
- ✓ **Online Portal** - Access your documents and pay rent through our easy to use online portal.
- ✓ **24/7 Maintenance Coordination** - Access your documents and pay rent through our easy to use online portal.
- ✓ **Vetted Vendor Network** - Everyone who services your home is screened to exceed our standards for insurance, licensing, and professionalism for the job.
- ✓ **Home Buying Assistance** - For those who want to move onto homeownership, we'll help you get there.

Thank you for enrolling in your Resident Benefits Package. Wondering “what’s next?” Here is what to expect.

Move-in Concierge

Transferring the necessary utilities into your name is easy with our Utility Concierge Service. Simply schedule a convenient time with the Utility Concierge directly by clicking [here](#).

You will need to know which utilities you are responsible for transferring into your name, as provided within your lease. If an in-person application or a deposit is required, the Utility Concierge service will not be able to facilitate the utility transfer but will provide the application needed to complete

This service is highly recommended if your move-in date is 72 hours or later from receiving this notice.

Resident Rewards Program

Now as you pay rent on time, you get points, gift cards, and exclusive offers.

In the weeks ahead, **look for your welcome email from Piñata with a custom link.** In this email, you will get a link to download the Piñata app through the App Store or Google Play. Or you can access a web-based version.

Credit Building

No action is needed to watch your credit score grow. Once enrolled, your credit score will reflect your on-time rent payments. Individual results vary, but typical increases range from 20-40 points over a 12-month lease term.

We do wait 90 days to open the tradeline on your credit report, so that your initial payments can offset any adverse impact from tradeline opening. You should expect to see this on your credit report thereafter.

Identity Theft Protection

Your Identity Theft Protection account will be automatically set up for you with up to \$1M identity protection to protect all adult leaseholders. Dark Web monitoring prevents issues before they come up. Simply watch for your email confirmation with your account details.

If the welcome email is missed or you fail to receive it, please use this link to get access to Aura <https://my.aura.com/start/secondnature/custpd>

If in need of support please contact Aura at support@aura.com | 833-552-2123

Renters Insurance Program

If you enrolled in the master policy offered in your lease, you're covered. You will receive your Evidence of Insurance via email within 30 - 45 days.

If you have questions, or need to file a claim, visit our dedicated page:

<https://insurance.residentforms.com/>

or contact insurancesupport@secondnature.com.

Second Nature Insurance Services, LLC (NPN 20224621)

Air Filter Delivery

Instead of going to the store, now you get the exact filters you need, when it's time to change them. If your home requires filters, you can expect to receive your first delivery within 30 days and ongoing shipments on a regular cadence, subject to your lease agreement.

For all filter or delivery questions, please contact us via email at

residenthelp@secondnature.com

On-Demand Pest Control

Have pests? Pest Share will coordinate service from their provider network for all covered pests in your lease. Each service has a 30-day warranty from the completion of the service. Request services [here](#).
