



Hello Valued Resident,

In our continuous effort to provide the best experience to residents and owners, we are proud to launch the Residence Benefits Package. See the attached flyers for additional information.

Over the last three years, we have researched the market to offer the best values for our owners and residents alike. After a highly successful launch of a pilot program late last year to applicants and tenants, this new package will include:

◆ **HVAC Filters:** Changing the HVAC air filter is a tenant responsibility per our lease agreement; to make this as easy as possible, we have partnered with a leading home wellness company. A thirty-day supply of HVAC filters will be delivered every 60 days to your doorstep shortly after you sign up.

All you need to do is change the filter upon arrival and continue to do so each time a new filter arrives, which is approximately every 60 days, or as required by your HVAC system. Studies have shown that delivery every 30 days reduces the likelihood of an HVAC-related maintenance issue by up to 40%. Residents have reported savings up to 15% on monthly heating and cooling bills, while improving indoor air quality.

◆ **Concierge Utility Connections:** A concierge service will transfer all utilities effective from the lease start date to the lease end date. This will ensure utilities are transferred in a timely manner and will ensure proper billing. In most cases, we cannot call utility companies and verify the transfer due to Hylton & Company's name is not listed on the account with the owner.

◆ **Resident Rewards Program:** Ever paid rent on time and received nothing for it? Not anymore! Now, you will earn rewards for paying your rent on time with our Resident Rewards program. Earn gift cards for simply signing up along with substantial savings when shopping in the Piñata online marketplace. If you sign up for the program, you will receive a welcome email from Piñata – Simply download the app to your smart device using the link included and start earning!

◆ **Credit Reporting of rent payments:** Credit building is important and we want to help. We can report back 24 months of on-time payments, which can have a significant impact on achieving and maintaining higher credit scores.

◆ **ID Protection:** \$1M Identity Protection is now available for all adult leaseholders. This alerts residents when an account is open in their names, assigns a dedicated case manager in the event of identity theft, and provides a \$1M insurance policy to cover any results of identity theft.

◆ **Defined Insurance offering:** Hylton & Company will provide renter's insurance in a

partnership with one of our trusted and vetted industry partners. This will be effective from the lease start date to the lease end date or whenever you start this program. Renter's insurance will pay for damaged or lost property in case of unexpected events such as fire, theft, sewer damage, etc. It will also insure the tenant from liabilities for injuries to guests on the property.

Starting January 2022, we will enroll all residents at the onset of all new leases and upon renewal. However, you can sign up today. If you would like to capitalize on this prior to lease renewal, please let us know. If you have any questions regarding this program, feel free to reach out to Victor or Sharon.

Their contact information Sharon (804) 592-1415 ext 7005 or email at shylton@hyltonandcompany.com and Victor (804)592-1415 ext 7004 or email victor@hyltonandcompany.com.

Sincerely,

LeQuan M. Hylton, PhD, MBA, CDPE, Broker
Hylton & Company, LLC
411 Branchway Road, Suite 100
North Chesterfield, Virginia 23236
Office phone: (804) 592-1415 ext 7003
Email: lhylton@hyltonandcompany.com
Website: www.hyltonandcompany.com
[Book a time to talk](#)

Licensed Realtor in the Commonwealth of Virginia

"I'm getting way more out of renting than I ever did before"

- Helen S.

Featured In:



Resident Benefits Package

Benefits so good, you may never want to leave.



Based on 971 reviews



Over 2,300 5-star reviews.

At Hylton & Company, all of our residents get the #1, most-awarded experience:



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.



Credit Building

We report every rent payment so you build credit. Average increases of 23 to 42 points in resident scores, so you can qualify for more and save hundreds. 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.



Resident Rewards Program

Rent day is now rewards day. You'll get cash, giftcards, and exclusive discounts you can use to save up to \$4500/year on everyday expenses.



Home Buying Assistance

For those who want to move onto homeownership, we'll help you get there.



Vetted Vendor Network

Everyone who services your home is screened to exceed our standards for insurance, licensing, and professionalism for the job.



Renter's Insurance

Protect your personal property in a rented apartment, condo, or home for life's unexpected events such as fire, theft, or sewer damage. Renter's Insurance will pay you for your damaged or lost property as well as insure you from liabilities for injuries to guests on your property.



Online Portal

Access your documents and pay rent through our easy to use online portal.



More



You've been invited to Piñata, the first reward program for residents.

You get rewards when you fly, when you use your credit card, but why not for your single biggest monthly expense?

The good news is that it's included as part of your resident benefits package. All you have to do is download the app and start getting rewarded.

For iPhone and Android.



Powered by Piñata.



contact@pinata.ai
www.pinata.ai



RESIDENT REWARDS

What you get!



Earn Piñata Cash on rent day

Each month you pay rent on-time you get Piñata Cash, our in-app currency to unlock awesome rewards.



Spend Piñata Cash on rewards

Spend your Piñata Cash on rewards with brands like TaskRabbit, Starbucks and Classpass.



Save money with exclusive deals

Save money with exclusive deals in our marketplace. You can save an average of \$4,500 a year.



Boost your Piñata Cash anytime

Boost your Piñata Cash anytime by referring a friend, taking a survey and more.



Play Max Smash

Help our beloved mascot get candy and avoid smashers. Get deals after every play.



Piñata Cares

Piñata provides a meal to those in need for every time you pay rent.

For iPhone and Android.



Powered by Piñata.



contact@pinata.ai
www.pinata.ai

Aura Identity Guard[®] Basic

Responsive ID theft protection and data monitoring for Second Nature tenants



A first line of defense against identity crimes

Providing just the right combination of proactive monitoring and reactive support, Identity Guard Basic gives users comprehensive tools to monitor their personal information, recover from identity theft should it occur, and bounce back from any related financial loss.

How it works

Aura Identity Guard monitors data, alerts users to threats, helps recover lost information, and provides users with up to \$1 million in recovery insurance.*



Monitor

Fueled by IBM[®] Watson[™] AI, Identity Guard proactively monitors and processes billions of pieces of information



Alert

We alert you to certain events – such as an account being opened in your name – so you can take action if it wasn't initiated by you



Recover

In the event of identity theft, a dedicated case manager will be assigned to assist you every step of the way



Insure

Our \$1 million insurance policy covers most losses you experience as a result of identity theft, including stolen funds*

The Basic Plan

Proactive Features

- ✓ IBM[®] Watson[™] AI Scanning and Alerts
- ✓ High Risk Transaction Monitoring
- ✓ Dark Web Monitoring
- ✓ Online Identity Dashboard
- ✓ Safe Browsing Extension
- ✓ iOS/Android Apps
- ✓ Data Breach Notifications
- ✓ Anti Phishing Mobile App
- ✓ Lost Wallet Protections

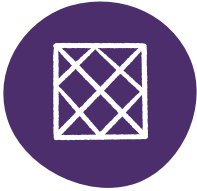
Reactive Features

If a user believes they have been the victim of identity theft, they will receive one-time recovery assistance and additional White Glove Recovery Service for 6 months after the original theft incident. Additional coverage includes:

- ✓ Bank Account Monitoring
- ✓ 3 Bureau Credit Monitoring
- ✓ 3 Bureau Credit Report
- ✓ 401K & Investment Account Monitoring
- ✓ US Based Customer Care
- ✓ \$1 Million Identity Theft Insurance*

*Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Changing Your Air Filters Has Never Been Easier



Exact quantity and size of filters required for a single change are delivered your front door.



Package includes instructions on how to change filters.



Filters are delivered on schedule when it's time to change them.

Why You'll Love It:

- Higher air quality in your home
- 5-15% reduction in your heating & cooling costs
- Convenient, hassle-free



Makes it easy

"I love getting my filters shipped to me, so I never forget to change my filters. And it's a great cost."

Janet H.



Super Easy

"I really love this! We don't have to think to replace anything, they come and we know it's time!"

Amanda N.



Protect Your Family From:



POLLEN



DUST



DUST MITES



MOLD



BACTERIA



PET DANDER



COOKING OIL SMOKE



VIRUS CARRIERS



SMOG



SMOKE