



Resident Benefits Package

See Details About Your Benefits Below
or Access Benefits Now.

Access Benefits

Video: Overview of Latchel's Maintenance and Resident Benefit Hub



Online Portal Access

[Foundation First Property Group](#)

Want to pay rent online? Need to submit a maintenance request? Lost the copy of your lease? We got you covered! You will have 24/7 access to your online tenant portal to conveniently pay rent, submit maintenance requests and view all lease-related documents and rental statements. Your online portal will save all documentation and payment history eliminating the need for a paper trail. Contacting our office is easy through your online portal even when we are closed. You may have already activated your online portal when you signed the lease. To access your portal on the go, simply download the **Online Portal by Appfolio** app from the playstore on your mobile device.

Utility Concierge Service



[Citizen Home Solutions](#)

Transferring and setting up utility services before moving in can be a tremendous hassle and time guzzler. Our friends at **Citizen Home Solutions (CHS)** will turn this chore into a simple 10-15 minute conversation designed to set up all of your utility accounts (gas, electric, phone, cable and internet), schedule installation, and negotiate for the best bargains available all in one place! Here's How...

1. Choose "**Utility Concierge**" from the benefits hub.
2. Schedule a call with **CHS** at your earliest convenience. You pick the time and day!
3. CHS will call, when scheduled, to establish the utility services you need and want
4. Provide your management company with utility account numbers once established.

24 Hour Maintenance Hotline

[Latchel](#)

Our maintenance hotline is available to you 24/7/365. You will never have to wait for our office to open to report a maintenance request. Service requests can be reported in the following ways:

1. **Phone or Text** – 717-788-5751
 - a. **Option #2** – To continue by phone
 - b. **Option #9** – To continue by text
2. **Website** - <https://www.foundationfirstpg.com/maintenance>
3. **Resident Benefits Hub** - <https://app.latchel.com/foundation-first-pg/residents-benefits-link-access>

Provide our team with as much information about the service issue as possible. We will attempt to troubleshoot the issue over the phone, by text or by video call in an effort to resolve the issue as efficiently as possible.

\$1000 in Financial Protection

[Latchel](#)

Accidents happen to all of us. Many times, accidental damages become the responsibility of the resident. To lessen the financial burden of an unexpected repair bill, Latchel is offering up to \$1000 in reimbursements for damages you are responsible for. To submit a claim:

1. Choose “**\$1000 in Financial Protection**” from the benefits hub.
2. Follow the prompts to submit a claim.

***The repair must be done prior to submitting a claim.
Before and after pictures and a paid receipt are required for reimbursement.***

Lockout Services

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Oh No! I Locked myself out of the house! These unexpected moments can happen at the most inconvenient times. Good news! Our maintenance hotline is available 24 hr/day. Our team at Latchel will help you locate a 24 hr locksmith who can assist in providing access back into your unit. Furthermore, Latchel will offer up to a \$50 reimbursement towards the cost of a locksmith. To use this benefit, choose from the options below:

1. **Phone or Text:** (717)-788-5751
-Follow the prompts to submit a maintenance request for lockout services – Merchant fees may apply
2. Choose “**Lockout Services**” from the benefits hub.
-Follow the prompts to submit a claim.

Service and payment must be completed prior to submitting a claim.

Home Buying Assistance

[Foundation First Property Group](#)

Ready to purchase a new home? Look no further! We have a licensed real estate agent who is ready to help! Whether your plans are to purchase and move into a new home or you are interested in purchasing the rental you are living in, contact our office at 717-797-4289, or send an email to Jeff@foundationfirstpg.com. We will provide a no-cost consultation with our licensed agent and put you in contact with key people who will join our efforts to guide you through the next steps of home ownership.

Credit Building

[Boom](#)

An established rental history is very important to a Resident’s creditability. We are partnered with a 3rd party credit reporting agency that offers monthly reporting for all timely rent payments in an effort to build your credit while renting from us. To enroll:

1. Choose “**Credit Building**” from the benefits hub.
2. Enroll using your own credentials. Merchant fees may apply

Boom is integrated with our management software to report all positive rent payments.

Pest Control Service

[Pest Share](#)

“I’ve got BUGS...What do I do?” Pest infestation is a real threat to any home or renter. We recognize the need for pest control before an infestation occurs and are excited to offer our Residents a comprehensive pest control program for the control of **Ants, Fleas, Ticks, Roaches, Bed Bugs, Mites, Weevils, Mice and Rats**. Residents are responsible for pest control. With **PestShare**, our 3rd party pest control provider, Residents can request treatment for the bugs listed above at no additional cost. To submit a claim:

1. Choose **“Pest Control”** by Pest Share from the benefits hub.
2. Follow the prompts to submit a claim

Pest Share facilitates pest control services on a claim-by-claim basis and all claims are initiated by the Resident. **Foundation First is in no way involved in the claims process.**

ACH/Debit/Credit Payment Methods

[Foundation First Property Group](#)

We offer various payment methods to make paying rent easier and more convenient. We now accept, check, money orders, ACH/debit and credit cards as forms of payment. Login to your online portal to make payments by ACH or Credit Card. ACH transactions are free, while Credit/Debit transaction will incur a fee. You may also setup reoccurring payments through your online portal. We are unable to process credit/debit payments over the phone or in person.

Fee Waivers

[Foundation First Property Group](#)

We know that unexpected circumstances can encroach on your ability to make your rent payment on time. And we know that accidents can also occur resulting in an insufficient funds notification. Our one-time fee waiver is designed to lessen the burden while you work to resolve the issue. To request a one-time fee waiver of a late fee or NSF fee:

1. Choose **“Fee Waiver”** from the benefits hub.
2. Follow the prompts to submit a fee waiver request.
3. Only one late fee and one NSF fee is waived per lease term.
4. Resident must submit request through the benefits hub and their account must be in good standing.
5. FPPG reserves the right to refuse request based on previous payment history.

Pet Profile Sharing

[PetScreening](#)

Keep all your pet’s profile information, vet records and vaccination history all in one place. We have partnered with **Petscreening.com** to provide you a safe, secure site to store all your pet records. Conveniently share your pet’s history with any vet, pet groomer, daycare provider, landlord, businesses or travel and lodging providers. Access and update your pet’s profile:

1. Choose **“Pet Screening”** from the benefits hub
2. Follow prompts to establish a petscreening profile. Merchant fees may apply.

Liability Insurance

[Appfolio](#)

Renter's insurance is a lease requirement and we have made it affordable to get. Residents have the option to purchase renter's insurance with **Folio Guard by Appfolio**. Safely protect your assets and personal belongings from fire, water and wind damage, just to name a few. *Don't be caught off guard!*

1. Choose "**Renters Insurance**" from the benefits hub.
2. Follow the prompts to enroll. Merchant fees may apply.

Licensed and Insured Vendors

[Foundation First Property Group](#)

Our maintenance vendors are vetted to ensure that they are licensed and insured. You will see firsthand how they respond to your service request in a timely manner and resolve each issue to the satisfaction of both Foundation First Property Group and the Resident. Our vendors will do their best to schedule service at a time that is convenient for you. We choose vendors with integrity and respect for our residents, their time and their home.

Merchant Discounts and Coupons

[Foundation First Property Group](#)

Take advantage of the merchant discounts and coupons provided on the Resident Benefit hub. We support our local small businesses and would like you to know about them. Check back often as discounts and coupons are added. To receive a discount or redeem a coupon:

1. Choose the merchant benefit from the Benefit Hub.
2. Enter your first and last name and agree to the terms and conditions.
3. Print your coupon or discounts and redeem in-store.



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HOME SOLUTIONS

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PetScreening™