

Resident Benefits Package

Benefits so good, you may never want to leave.

At Neal Fineman Property Management, all of our residents get the #1, most-awarded experience:



\$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.



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.



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.



Online Portal

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



24/7 Maintenance Coordination

It always seems like things happen after hours. This makes reporting those pesky maintenance issues easy and fast either online or by phone.



More

Late Fee Waiver Once per lease

NSF Fee Waiver Once per lease



Resident Center online, iOS and Android.

As a resident, you will enjoy easy access to our Resident Center online and via our mobile app, with these great benefits.

Online Payments: Pay rent quickly with one-time or autopay options—no office visit needed.

Electronic Signing: Sign documents hassle-free from anywhere.

24/7 Connectivity: Stay in touch and get real-time updates through the app.

Maintenance Requests: Submit requests anytime and attach photos for faster service.

Direct Access: Contact your property manager anytime and stay updated with notifications.



What's Next?

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



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
