



Congratulations and welcome to your new home.

At **Utah Property Solutions** we take your tenancy very serious and strive to be the very best at what we do, which is property management. The owner of your home has hired us because of our commitment to service, attention to detail and reputation. Managing a home can be a difficult challenge at times. There're local and state law requirements, vendor and maintenance agreements, and on top of that, we need owner approvals for maintenance to be performed. So...in an effort to provide you a peaceful and positive experience we have implemented our Utah Property Solutions **PLEDGE** and **Rewards Program**.

Below is the pledge that we're making to each other. You as our valued tenants and us as a professional property management company.

————— **Our PLEDGE to you!** —————

We will provide you the latest and most up to date technology that is available. Accessing you own secure tenant portal will allow you to easily make payments, communicate and submitting maintenance requests.

We will never enter your home without you present. Unless of course it's an emergency, but otherwise us or any of our maintenance partners will enter your home without you present.

We will operate in accordance with the Utah Division of Real Estate, Utah Apartment Association, NARPM and local and state laws.

We will commit to you to respond quickly to all inquiries. Our goal is to respond within the same business day, but many times it will be within one business day. With the exception of emergency situations.

We will enroll you in our no obligation Rental Rebates Program.

————— **Your PLEDGE to us!** —————

You will make timely payments and care for the property as agreed in your lease agreement.

You will use your online portal to submit maintenance request with a detailed description of the issue and attached photos when possible. All maintenance needs to be in writing. Only submit one maintenance request per issue. Follow ups will be sent to our service department emails. service@utahpropertysolutions.com

You will communicate with us. If you're having financial or personal challenges, let us know. If you're unhappy with our service or staff, let us know so we can address the problem before move out. It will not affect your security deposit in anyway and we appreciate the opportunity to rectify any issues.

You will complete our 5 questions quarterly survey. It is anonymous and completing it enters you in our TENANT REWARDS program where you will be entered to win a prize.

You will leave a voice message and/or send an email if we are not available. Often we are out visiting properties so we cannot get to the phone. Leave a message and we will address your inquiry accordingly.

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Tenant(s)



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Utah Property Solutions