



Resident  
Guide

**FirstKey**  
HOMES™

Unlock More



EQUAL HOUSING  
OPPORTUNITY



Unlock More  
Playtime

# Make Yourself at Home

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**CONTACT US**  
844.395.3959



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Rise and Shine

# Welcome to FirstKey Homes

As we hope you know, the home you're currently renting has been acquired by FirstKey Homes, so we're now your property manager ... and you're now a member of the FirstKey Homes family!

We're committed to making this transition as smooth as possible for you. This guide will help you learn more about us and our policies. Our Resident Services Team is always available to answer any questions and provide any assistance you need; call 844.395.3959 any time and we'll be happy to help.

Please note that your current lease terms will not be affected (e.g., rent amount, term of lease, etc.). As the end of your lease term approaches, we will be in touch about your renewal options.

Again, welcome to the FirstKey Homes family. We're here to help you love where you live. Please let us know how we can help!

# About FirstKey Homes

As an established, experienced owner and manager of more than 25,000 rental homes nationwide, FirstKey Homes is ready to offer you the service and support that will help you unlock more from your home rental experience. For more information about us and how we're committed to giving families a place to call home, please see [www.firstkeyhomes.com](http://www.firstkeyhomes.com).

## WE PROVIDE A NUMBER OF HELPFUL RESIDENT SERVICES, INCLUDING:

- 24/7 emergency services for submitting service requests; call 844.395.3959 any time
- Dedicated Resident Services Team that also can be reached at 844.395.3959
- Convenient technology including online portal and mobile app for submitting service requests and paying rent
- Resources like an online Help Center, blog and DIY YouTube channel to help you get the most out of your home; check out [www.firstkeyhomes.com](http://www.firstkeyhomes.com) for more
- Home services partnerships that get you discounts on such things as renters insurance, credit reporting, furniture rental/purchases and more

Sign up for online RESIDENT PORTAL ACCESS to make submitting service requests and paying rent easy and convenient. If you haven't received instructions and a registration code, please contact your local Property Manager or call us at 844.395.3959. Also check out the FirstKey Homes mobile app, which makes managing payments, maintenance requests and more even easier.



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Dance Lessons

A woman with long blonde hair is sitting on a couch, reading an open book. A brown and white dog is lying next to her, looking at the book. The scene is indoors, with a window in the background.

Unlock More  
Puppy Love

## Resident Services

We're here to serve you, and we're always just a call or click away. We make things easy with multiple ways to pay, make service requests and get in touch with us. If you have questions or need help at any time, see [www.firstkeyhomes.com](http://www.firstkeyhomes.com), call us at 844.395.3959, or use the online Resident Portal or mobile app.

”

I have been with FirstKey Homes for three years now and absolutely love them. Any issues that you have are quickly taken care of. I would highly recommend them to anyone.

- Tammara G.

# Payment Options

Rent is due on the 1st of each month. FirstKey Homes offers several easy, convenient ways to pay rent; choose the one that works best for you:



## Mobile App

It's quick, easy and at your fingertips. Pay via ACH (bank account), credit card or debit card; use the app to set up automatic payments as well so you won't even have to think about paying rent each month. Message & data rates may apply.



Scan the QR Code to download the app or visit <https://bit.ly/32yTENn>

iPhone users: Scan QR Code with your camera app. Android users: Devices vary. May require a QR Code reading app.



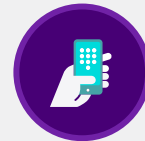
## Resident Portal

Pay your rent online quickly and easily via the [Resident Portal!](#) You can even set up automatic payments so you don't have to remember to pay rent each month. Options include ACH (bank account), credit card and debit card.



## WIP Cash Payments

Pay your rent at a participating retailer (including many Kroger and Walmart locations). Please contact your property manager for a WIPs number.



## Phone Payment

Call 844.785.4078 any time, 24/7.



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High Scores





# Home Care & Maintenance

Anywhere you live, repairs and maintenance are just a fact of life. But fortunately, FirstKey Homes is responsible for all the major issues, like problems with the HVAC system and major appliances. If something big needs attention, contact us at 844.395.3959 or use the online Resident Portal or mobile app.

“ FirstKey Homes is a great company to rent from! Problems fixed in 2 days. Just go online and put in your request and they are on it. They don't bother or harass you. I love this company.  
- Nic W.



Unlock More  
Kitchen Disasters

## Let's Take Care of It Together

FirstKey Homes is responsible for major repairs and maintenance, giving you the peace of mind that you won't have to, for example, pay to replace the refrigerator if it breaks. There are, however, some smaller things we ask our residents to take care of in order to keep the home in good condition. Visit the [Current Resident](#) section of our website to see what you are responsible for and what we take care of.

We will respond to service requests within 24 hours. We take care of routine service requests from 9 a.m. to 6 p.m.; someone over the age of 18 must be home for work to be completed. (And although we love them, please remember to keep your pets away from service areas.)

## Emergency Maintenance Issues

We will dispatch a technician or vendor immediately (weather and travel conditions permitting) for the following:

- Fire
- Active Flood
- Home not secure (External doors, locks, windows broken or not functioning)
- Other life or safety event

**For maintenance requests,  
call 844.395.3959**

**If conditions are life-threatening, call 911**





Unlock More Joy

## Safety Reminders

We want you to stay safe in and around your home. Below are a few simple reminders to help you do so.

### STAY SAFE & SOUND

- Familiarize yourself with exits in the home. We recommend mapping out a sketch of the home's floor plan, creating a plan and sharing with family members
- Watch children and pets around windows, pools and any other potentially dangerous setting
- Keep poisons, medications, household cleaners and laundry detergents away from children and pets
- During a weather emergency, we will provide information on our website. Expect to receive emails, calls and text messages so we can communicate important information
- Do not remove smoke detectors
- Grills, turkey fryers or other outside cooking devices should be at least 10 feet away from the home when in use. Completely extinguish outdoor fires and always follow your local fire code
- For fire emergencies, we recommend having a fire extinguisher on hand



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Togetherness

## Renters Insurance

Residents are required to carry a minimum of \$100,000 Property Loss and Personal Liability Insurance coverage. In addition, we ask that you identify FirstKey Homes as a “Party of Interest” or “Interested Party” (or similar language as may be available) on the renter’s liability insurance policy. Proof of this coverage is required at lease renewal. Waterbeds will only be allowed with proof of fully paid insurance for the term of the lease.

## HOA

By this point you’ll know if there’s a homeowner association (HOA) in your new neighborhood. If so, we’ll provide you with an overview of what you need to know about the HOA, but you’ll want to make sure you review the details.

All you have to do, really, is follow the rules. Easy enough, right?

”

So far I love this company! The agent and the company were really responsive and answered all of my questions. They even suggested a different move-in day to keep me from paying too much out of pocket. I’ve been in the property for a month and all my needs have been met. I would suggest anyone to rent from this company!

- Nakisha E.



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Story Time

## Renewal Options

As the end of your lease term approaches, we'll be in touch and we hope you'll be ready to renew with us. If you're moving on, we will help make your move-out process as easy as possible.

**READY TO RENEW YOUR LEASE?**

Call our National Renewal Team at 844.395.3959

## Notice to Vacate

A written notice to vacate, signed by all lease holders, is required in accordance to the time frame noted within your lease document. Your written notice to vacate may be submitted to your local Property Management Office or to the Renewals Department for processing.

## Pre-Move Out Inspection

Approximately two to three weeks before your scheduled move-out date, a member of the local property management team will come to perform a pre-move out inspection. During this inspection, we will walk you through what needs to be done prior to move out and also notify you of any possible charges due to damages.

”

I was having trouble filling out the necessary online documents that FirstKey Homes needed. They were very patient and helpful with the process. The first couple of homes we were interested in were sold but they were very helpful finding us others in the same range! My favorite part was the self-service tours of the houses! I work in the service industry and bar hours are never easy to work around. With lock boxes on the houses, they give you a code that's good for 24 hours so I could access at my leisure. Highly recommended!

- Tabz W.

**\*Disclaimer:** Notwithstanding any statement contained in this Resident Guide, the terms of your lease with FirstKey Homes shall govern your occupancy of the property, and your relationship with the company. No representation, warranty or promise to perform is created by anything contained herein.



Unlock More  
Family Reunions



## Satisfaction Surveys

We want you to love living with FirstKey Homes! From time to time we'll email you to see how you and your home are doing. Please take these opportunities to let us know how you are doing. If anything needs attention, we want to hear about it. And if everything's going great, we want to know that too!

## Resident Referrals

Have a friend or family member looking to rent a home? A referral is the best compliment you could give us!

”

FirstKey Homes is a godsend after wasting money with other rental companies. I was able to locate a great home in a highly-desirable neighborhood at a reasonable price. My representative went above and beyond in assisting me with securing this home. Did I mention that I found this house on a Thursday and moved in the following Monday? Thanks a bunch to FirstKey Homes and their amazing staff! You've all been amazing!

- Roxy M.

# Our Promise

Our mission is to give our family of residents a place to call home. The walls where you'll measure your children's height. The backyard for making memories to last a lifetime. The perfect space to host holiday celebrations with friends and family.

We believe that your rent payment should get you more than just a place to live. We give you a home that has the space you need, the privacy you want and the peace of mind you deserve. Beyond that, we offer a helpful resident services team, convenient options for paying rent and submitting maintenance requests, resources for making the most of your home, and more.

We partner with you to keep your home comfortable, with a commitment to taking care of large service and maintenance needs to give you the benefits of living in a home without the hassles of homeownership. So relax and enjoy, because we're here for you.

Again, welcome to FirstKey Homes!



Unlock More  
In A FirstKey Home

**FirstKey**  
HOMES™

Unlock More



844.395.3959 | [FirstKeyHomes.com](https://www.FirstKeyHomes.com)