



invitationhomes™

Lease friendlier.

Welcome  
Home!



Nicer Homes.  
Easier process.  
Friendlier service.

invitationhomes.com

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Dear Resident,

We're delighted you've chosen to make one of our houses your home. We believe a home is only as good as the lives lived, and memories created, within it. So we're committed to offering quality homes, with Smart Home technology, in desirable neighborhoods. All our homes are backed by our professional property management teams and ProCare service for a more inviting life.

At Invitation Homes, we strive to serve you with genuine care. Throughout this brochure, we will guide you through what you need to know when leasing your new home and let you know what you can expect from Invitation Homes, as well as what is expected of you as a resident.

Together with you, we make a house a home. And we look forward to helping you lease friendlier for years to come.

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**A home that's nicer. A process that's easier. A company that's friendlier.**

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## YOUR INVITATION HOMES ONLINE ACCOUNTS

We know you have a busy schedule, so we created our online portals to meet your needs as quickly as possible. These online experiences are easy to navigate, so you can spend more time enjoying your home.

You have three resident portals: **I. Payment**, **II. Maintenance**, and **III. Smart Home**. This brochure will guide you through creating and using your accounts so managing your home is as easy as possible.

If you have any questions you can't find the answer to, visit our contact page on our website at [invitationhomes.com/contact](https://invitationhomes.com/contact) and submit your question using the online form.

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## I. MAKING PAYMENTS

### Setting Up Your Payment Account

Your online payment account makes leasing easy. Visit [invitationhomes.com](https://invitationhomes.com) and select "Pay My Rent" on the Current Residents tab.

1. If you applied online, you have an account - log in using your current login and password.
2. If you did not apply online, select "Click here to register." Complete the required fields for registration. A registration code is required and can be obtained from your property management team.
3. Upon completion, you will receive a confirmation email. Activate your account by clicking the link provided in the message. If you do not receive this email within 10 minutes of registering, please check your spam/junk folder.

### Paying Online

Log in to your portal account and select "Payments." If this is your first payment:

1. Set up your account by selecting "Payment Accounts."
2. Choose to add a credit card and/or bank account.
3. Set up recurring payments through the "Auto Pay Setup."

You can also pay in our office or at one of our participating Walk-In Payment Locations. For further payment instructions, please read our Payment Guide: [invitationhomes.com/payment-guide](https://invitationhomes.com/payment-guide).

Your monthly payment may also include utilities. If applicable, please read our Utility Guide for more information: [invitationhomes.com/utility-guide](https://invitationhomes.com/utility-guide).

## II. PROCARE AND MAINTENANCE REQUESTS

### ProCare service is resident-friendly service.

Our ProCare service provides proactive home maintenance so you can spend more time enjoying your home. ProCare starts before you walk in the door with our multi-point home inspection and continues throughout your lease. If emergency maintenance issues come up between our scheduled visits, you can easily request maintenance online. Visit: [invitationhomes.com/ProCare](https://invitationhomes.com/ProCare).

### There are three scheduled ProCare visits throughout your lease:

- Move-In Orientation explains the workings of your home and its upkeep
- Post Move-In Visit, around 45 days later, makes sure everything is working just as it should
- Recurring Proactive Maintenance, every six months after, catches small issues before they become a larger problem

Keep track of any minor maintenance requests you may have. These requests will be addressed at each of your scheduled ProCare visits.



We make continuous worry-free living easy.  
Because Day 365 should be as enjoyable as Day 1.

### Routine Maintenance Requests

Create maintenance requests between our scheduled visits through our convenient online service portal at [maintenance.invitationhomes.com](https://maintenance.invitationhomes.com). To create your account, simply click the “Sign Up” link at the bottom of the portal login page. Enter the email address you’ve provided to Invitation Homes and we will send you instructions on how to sign up.

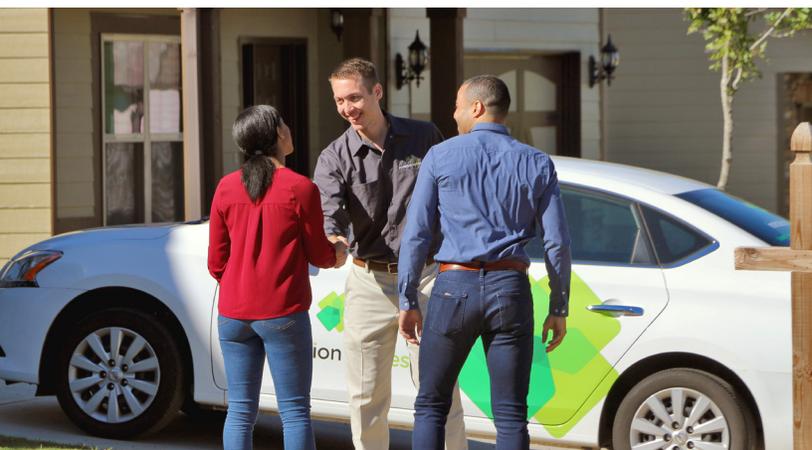
Through the portal, you can request a repair, keep up your maintenance “Fridge List,” get service request updates, watch how-to maintenance videos, and more.

### 24/7 Emergency Maintenance

Emergency service requests can be submitted through our 24/7 maintenance hotline at 888-330-4969. An emergency maintenance issue is one that is dangerous, hazardous, or could cause damage to the property or your personal wellbeing without immediate attention. If there is a life-threatening event like fire, please call 911.

Maintenance Emergencies can include:

- No water or no power
- Flooding or a broken pipe
- No heat when the outside temperature is below 50 degrees



# IN THIS TOGETHER

## Maintaining Your Home

When it comes to your home's maintenance, we're in this together. Invitation Homes will resolve your home's major maintenance issues. And although our ProCare service and maintenance requests cover much of your home's maintenance, you also have resident responsibilities.

Let us handle the big stuff like appliances and fences. If something of that level goes wrong, contact us to avoid mishandled repairs. The smaller items, like air filters and pest control, are your responsibility. Please read the list below for a short guide.

🏠 Invitation Homes Responsibility	👤 Resident Responsibility	
<b>Interior</b> <ul style="list-style-type: none"><li>🏠 Air conditioning not cooling</li><li>🏠 Furnace not heating</li><li>🏠 All appliances</li><li>👤 Changing air filters</li><li>👤 Changing light bulbs</li><li>👤 Proper use of gas, electrical, and plumbing fixtures</li><li>👤 Pest control</li></ul>	<b>Exterior</b> <ul style="list-style-type: none"><li>🏠 Fences</li><li>🏠 Garage door</li><li>🏠 Roofing issues</li><li>👤 Dispose of trash in a clean and sanitary manner</li><li>👤 Lawn maintenance</li><li>👤 Pool maintenance if applicable</li></ul>	<b>Plumbing</b> <ul style="list-style-type: none"><li>🏠 Garbage disposal</li><li>🏠 Major drain clogs</li><li>🏠 Plumbing leaks</li><li>🏠 Plumbing hardware</li><li>🏠 Water heater</li><li>👤 Minor toilet and drain clogs</li></ul>

We want to help you avoid any unnecessary fees to your account. Please remember there will be fees for the following: damage caused by you or a guest; if an issue is not reported to us and causes damage; if someone over the age of 18 is not at your home during a visit; or if an appointment is cancelled in less than one business day.

We hope you can enjoy this home for years, but when the time comes to move out, please leave the home in the same condition as when you moved in. We want to help you maximize your security deposit refund. Read a list of items to maintain in our Move Out Guide: [invitationhomes.com/move-out-guide](https://invitationhomes.com/move-out-guide)





## IN THIS TOGETHER

### How To Maintain Your Home

We're making maintaining your home easier than ever. We created a series of short videos to help you solve common issues around your home – from replacing your AC filter to fixing a clogged toilet.

To watch these tips, visit [invitationhomes.com/video-gallery](https://invitationhomes.com/video-gallery) and click on the Maintenance video topic in the Video Gallery section.

### Fulfilling HOA and Municipal Requirements

Your Invitation Home may be part of a Homeowners Association (HOA) or a municipality covered by certain rules and regulations to keep your neighborhood beautiful and safe. Please familiarize yourself with the expectations and restrictions that were provided as part of your Lease Agreement, if applicable. Some of these requirements may include:

- Maintaining the landscaping of trees, plants, flowers, and shrubs on your lot.
- Parking vehicles in the driveway or garage and not covering sidewalk areas or impeding pedestrians. Please be aware of the residential speed limit and watch for pedestrians while driving.
- Keeping driveways free of oil stains.
- Storing trash containers in garages or behind a fence, not in driveways or common areas.
- Placing trash containers on the street no earlier than the night before trash pick-up and storing them no later than the night of trash collection.
- Removing holiday decorations within a reasonable amount of time (approximately 10 days).
- Walking pets on a leash and disposing waste properly.
- Not displaying signs, foil, cardboard, or any other item visible from the exterior or displayed in the window of your home.



### III. SMART HOME

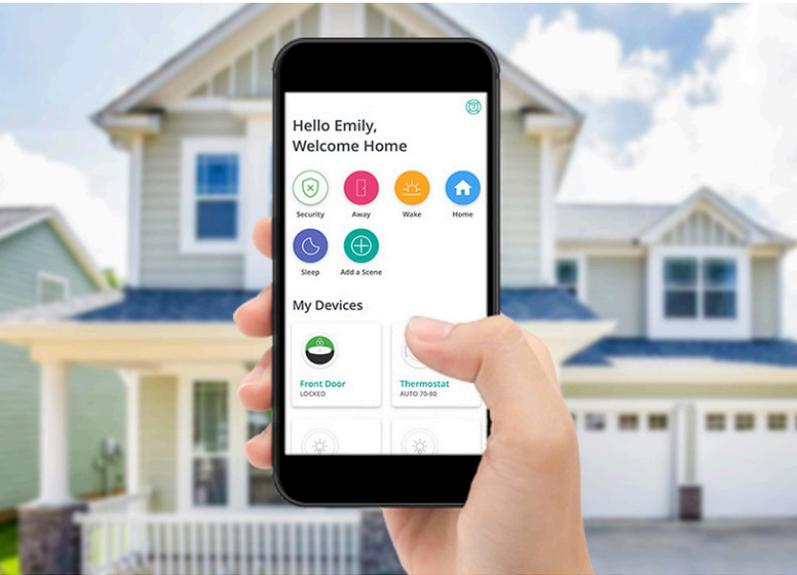
You live in a tech-friendly home. Smart Home is a monthly service that helps you manage access to your home and save up to 15% on your energy bill. Enjoy the convenience of running your home easily through your smartphone, tablet, or computer.

With our Smart Home features, you can remotely lock and unlock your front door, control your thermostat, and receive notifications about your home - all through the convenience of your mobile device or computer.

#### Using Your Smart Home

You can control your Invitation Homes Smart Home through our mobile app. You'll be sent information from your local Invitation Homes team on how to create your account.

Find out more about how to manage your Smart Home at: [invitationhomes.com/smart-home](https://invitationhomes.com/smart-home)



### CONTACT INVITATION HOMES

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