



# Latchel Home Assistant

Always one call or text away, 24/7/365



# What You Get

With Latchel you can schedule maintenance repairs 24/7/365, hire pros for home tasks, and get access to an ever-growing marketplace of financial benefits.



## Near Instant Response Time

A personal assistant to coordinate all maintenance & personal home chores, 24/7/365.



## Financial Protection

Get up to \$2,000 in reimbursements for accidental damages, missed appointment fees, lock outs, and more.



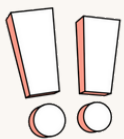
## 24/7 Troubleshooting

Easily resolve emergency maintenance issues over a video chat with one of our technicians.



## Enhanced Home Lifestyle

We help coordinate lifestyle chores like: home cleanings, tv mounting, furniture assembly, and more!

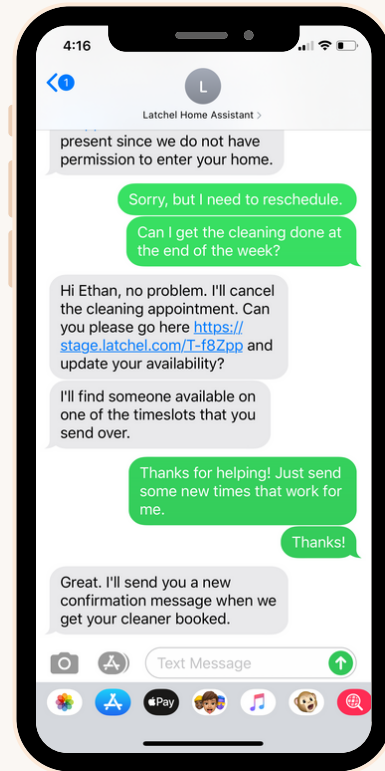
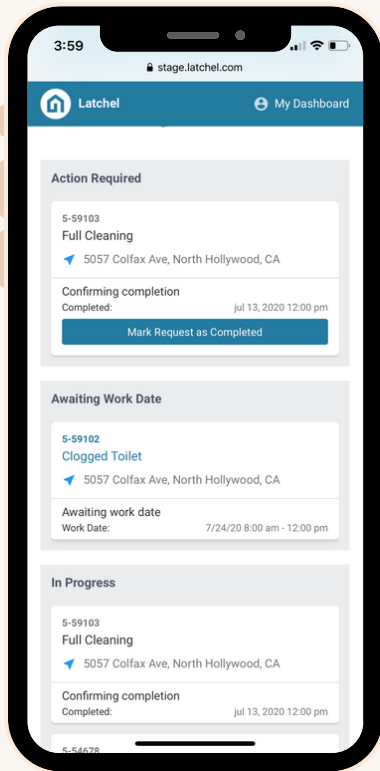


## Benefits Marketplace

Receive access to custom benefits like cash back on insurance policies, or rewards for on-time rent payments!

# How to Reach Your Home Assistant

You can reach your home assistant via call, text, or our dashboard 24/7/365.



## Schedule on Your Time

Provide your availability to your Home Assistant and we'll work with technicians and service providers to select the best timeslot.

## Easy to Track

We'll send confirmation texts and reminders on maintenance appointments. Track your requests easily from your dashboard.

We recommend bookmarking the Latchel portal website in your mobile browser for easy access to scheduling.

# Latchel Exclusive Benefits



## Missed Appointment Fee Reimbursement

If residents get charged a trip fee for a missed maintenance appointment, they can submit it to Latchel and we will reimburse them for 50% of the cost



## Overnight Stay Reimbursement

Residents get a free night of a hotel stay if we don't resolve their overnight emergencies fast enough. If it is between 11pm-5am and we don't have a confirmed vendor in 2 hours



## Free Security Deposit Review

Our Industry experts will do an independent review of Resident's security deposit charges to make sure they are market-rate which would normally cost a Resident \$200 or more.



## Free Drain Maintenance Packs

Residents will receive drain unclogging snakes in the mail to help reduce plumbing issues.



## Move-in Promise

Guarantees move-in maintenance completion in a 2 week time period. If Latchel fails to accomplish this timeline, the resident receives a \$50 giftcard to Doordash.



## Lockout Reimbursement

One time use benefit up to \$50 for a resident to be reimbursed for a lockout

# Cash Reimbursements

You'll get up to \$1,000 in cash reimbursements damages you'd normally be responsible for. No strings attached!



## Plumbing Clogs

Plumbing clogs? We'll drain your pipes, not your wallet.



## Garbage Disposal

Overestimated the power of your garbage disposal? You won't have to dispose of your money to fix it.



## Broken Windows

Accidentally crack your window? Latchel will reimburse you for the cost.



## Stained Carpet

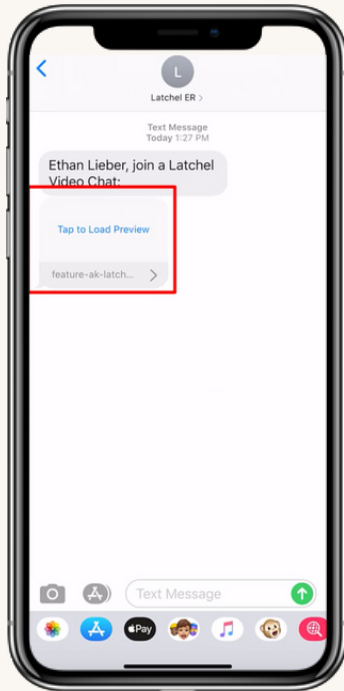
Spill red wine on your carpet? There will be no whining when the clean up won't cost you.

## Need to request a reimbursement?

[Submit Request](#)

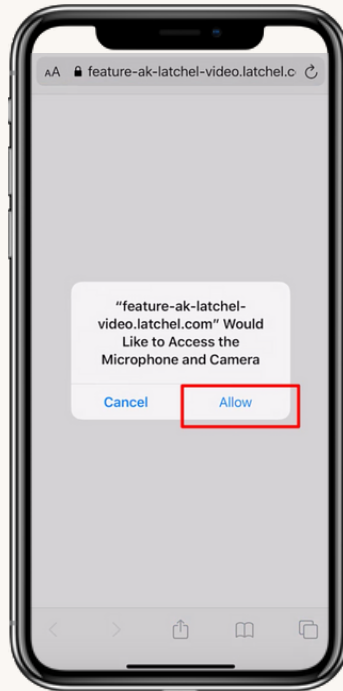
# Video Troubleshooting

Get real-time proactive video troubleshooting for emergency maintenance requests.



## Step 1

You'll receive a link via SMS from your Home Assistant



## Step 2

You'll receive a link via SMS from your Home Assistant

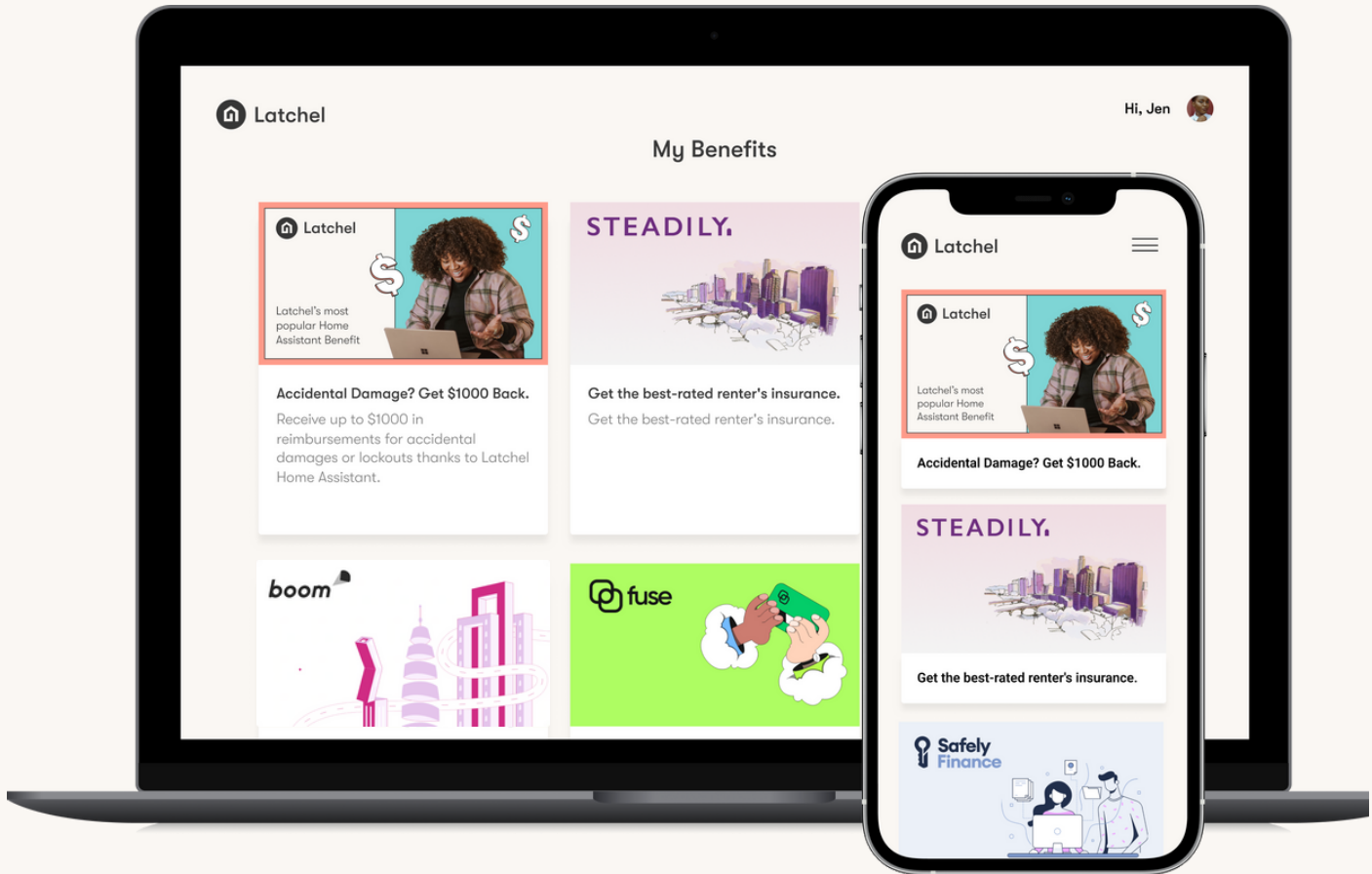


## Step 3

A video chat opens for proactive troubleshooting

# Latchel Benefits

Latchel offers a number of resident benefits that can easily be accessed from your dashboard



Access your benefits in your dashboard.

# Home Assistant

Your one stop shop for scheduling and organizing all your in home needs.

## Home Cleaning

One of the most requested services!

## Carpet Cleaning

Residents often request carpet before moving out.

## Furniture Assembly

Pesky Ikea furniture you don't want to deal with? We got you!

## Dog Walking

For when you can't be the one holding the leash.

## TV Mounting

We mount TVs, assemble furniture, and more!

## Junk Removal

A common request we find long term residents requesting.



## Standard Services

Home cleanings, TV Mounting, Furniture Assembly, Lawn Care, Carpet Cleaning, Pest Control, etc.

**Hourly Rate average \$40-70**



## Snack Size Services

Dog walking, light handyman work, Dry cleaning pickups, etc.

**Hourly Rate average \$20-30**