



TRADEMARK
REAL ESTATE SERVICES

RESIDENT GUIDE

Welcome Home



302 W. Orange Street
Lancaster, PA 17603



(717) 947-3900



TrademarkRES.com



*Welcome to Your
New Home!*



ABOUT TRADEMARK

We're glad you chose Trademark

At Trademark, our goal is to provide you with a clean, safe, and enjoyable place to live for years to come. Our management team has been serving residents with trusted property management expertise since 2009.

We've created this guide to give you the basics of living at a Trademark managed property. Keep it handy, and reach out anytime with questions.

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Quick Contacts

For the best way to reach us, use the Contact Form on our website. Scan the QR code to get started. ▶



📞 (717) 947-3900

✉️ FrontOffice@TrademarkRES.com

🕒 **Front Office Hours:**
9:00 AM – 3:00 PM (Mon–Fri),
or by appointment





MOVE-IN & PAYMENTS



Move-in Confirmation

- ☐ Make sure your balance is paid and all documents are signed.
- ☐ Place needed utilities in your name.
- ☐ On move-in day, you will receive access information from Trademark.
- ☐ When moving in, please complete the Move-in Confirmation Form, noting the condition of the property, confirming you have your key, etc. This is your official move-in record. Scan the QR code to get started.



TrademarkRES.com/
move-in



Move-in Inspection

Trademark completed an inspection prior to your move-in. If you'd like a copy of the inspection, please contact Leasing.



Resident Portal Access

Your online portal is where you pay rent, view your lease and documents, and manage your account. You can also view your resident ledger. See the included "Your Home's Fact Sheet" for personalized login info.



Resident Portal



Utilities

Water, sewer, trash will usually remain in Trademark's name (unless told otherwise). We pay those bills directly charge the expense to your resident ledger where you can pay them like you pay rent.

All other utilities must be placed in your name. We require that they get switched and set up prior to you moving into your home.



Rent Info

- ▶ Rent is due on the 1st of each month.
- ▶ While rent is due on the 1st and we ask you to pay it on or before the 1st, we do not assess a late fee until the 6th of each month. A one-time late fee forgiveness is part of our Resident Benefit Package.
- ▶ You can pay via ACH online for free. If you do pay with a card, we pass along the processing fee.
- ▶ You can pay at our office, but we DO NOT accept any cash.
- ▶ Rent paid after the 10th of the month is subject to further late fees and could initiate the collections process.



MAINTENANCE INFO



TrademarkRES.com/
maintenance-services

How to Submit a Maintenance Request

If you have a maintenance issue, the best way to submit a request is through our website. You may also submit a request over the phone by calling (717) 947-3900, ext 2. A maintenance technician is available for emergencies 24 hours a day.

For fire or gas emergencies, call 911 immediately.



PRIORITY	OUR COMMITMENT
Emergency	Response within 4 hours
Urgent	Response within 24 hours
Routine	Response within 48 hours; typically completed within 7 days

What Counts as an Emergency?

An emergency is a condition that threatens life, safety, or the home itself — for example: flooding or major water leaks, no heat when outdoor temperatures are below freezing, sewage backup, or a break-in that leaves the home unsecured. If you smell gas or see fire, leave the home and call 911 first, then call us.

Before a Tech Visit

- ✓ Ensure pets are crated.
- ✓ The general area that work is going to happen needs to be cleared.
- ✓ Make sure access will be provided, or in writing give permission that we can enter.

Entering Your Home

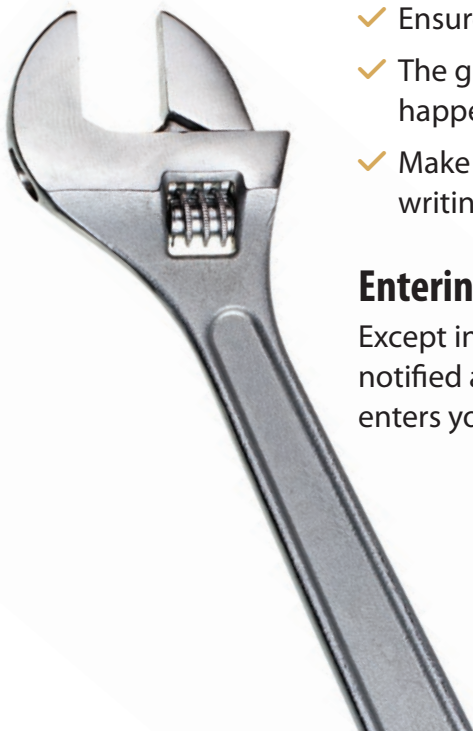
Except in an emergency, you will always be notified at least 24 hours before our team enters your home.

How to Submit Non-Emergency Request

For all maintenance requests, head to our website and click on our maintenance portal, or you can call our main line at (717) 947-3900.

When would a resident be liable to pay for a maintenance request?

Residents are liable when the issue results from their own damage, negligence, misuse, or when it's general upkeep that's their responsibility.





RESIDENT BENEFIT PACKAGE

Trademark's Resident Benefit Package (RBP)

For a small monthly fee, the RBP is a bundle of services designed to make renting easier. See your lease for eligibility, or reach out to the leasing department for details. The RBP provides the following resident benefits:

▶ Renters Insurance

A portion of your RBP fee purchases renters insurance that satisfies your lease's insurance requirement: \$100,000 liability coverage and \$10,000 personal contents coverage, subject to a \$500 deductible.

▶ HVAC Filter Delivery

Fresh filters delivered to your door approximately every 90 days. Just swap them in — it keeps your air clean and your utility bills lower. Questions or concerns about your filter, filter size or delivery schedule should be directed to maintenance (see pg 8).

▶ One-Time Late Fee Forgiveness

Life happens. Once per lease term, we'll waive a late fee — just request forgiveness before the 5th of the month.

▶ Pest Control

No-cost treatment as needed for roaches, mice, bed bugs, fleas, ants, and bees. Keeping your home clean and pest-unfriendly keeps you eligible.

▶ Credit Building

Your positive rent payment history is reported to credit bureaus through a third-party service — paying rent on time builds your credit.

▶ 24-Hour Maintenance

Report concerns any time through your portal, with a technician available for emergencies around the clock.

▶ Online Portal & Flexible Payments

Pay by ACH, debit, or credit card (extra fees for cards); view documents; and manage your account online, anytime.

▶ Vetted, Licensed Vendors

Every third-party vendor who works on your home is licensed, bonded, and insured.



Ready to Buy Your Own Home?

As licensed real estate professionals, we offer buyer representation services and referrals to RBP residents. For a free consultation, contact us at [TopShelfGroupRE.com](https://www.TopShelfGroupRE.com).



LEASE RENEWALS

The Lease Renewal Process

120 days prior to your lease end date is when the lease renewal process is started.

You will be contacted sometime after that for us to set up an in home inspection by our on staff inspector. The inspector will let you know well ahead of time what days/time they will be coming to your home. The inspection will check on the home's condition.

This is a time to discuss any issues with the home you may have been putting off. A work order can be created to address any issues.

Once the inspection is complete, you will receive a lease renewal offer from our leasing team (this is usually several weeks after the inspection).

At this point it is up to you to accept or deny the lease renewal terms, we hope you sign up for another year!

90%+

of our residents choose
to renew their lease.

*If you decide to move out,
written notice is required at
least 60 days before your
lease end date.*





MOVE-OUT & DEPOSIT



TrademarkRES.com/move-out/

Move-Out

If you decide to move out, written notice is required at least 60 days before your lease end date. To contact us about ending your lease, please go to our website: TrademarkRES.com > Resident > Notice to Vacate, and complete the form there. **If proper notice is not given, please see your lease for early termination penalties.**

Once you've given notice, we'll invite you to schedule a pre-move-out inspection. This walk-through identifies anything that could be deducted from your deposit — while you still have time to fix it. It's your best tool for a full deposit refund.

Move-Out Checklist

- ☐ Have your home commercially cleaned and provide a receipt.
- ☐ Commercially clean the carpet - DO NOT rent a machine. Provide a receipt.
- ☐ Remove all personal belongings and trash.
- ☐ Keep utilities in your name through your lease end date.
- ☐ Provide your forwarding address.
- ☐ Complete the Move-out Form online.



Final Inspection & Your Deposit

After you've moved out, we complete a final inspection to document the home's condition. Any damage beyond normal wear and tear is deducted from your deposit. Your deposit (with an itemized statement of any deductions) is sent to your forwarding address within 30 days of your move-out date.

Showings Before You Move Out

After you give notice that you're moving out, we may begin marketing your home and scheduling showings while you're still living there. We know having people walk through your space isn't fun, especially while you're packing, and we work to make it as painless as possible:

- ▶ **Advance notice** – We'll always give you at least 24-hour notice before a showing, and we try to group showings together so you aren't disturbed every day.
- ▶ **You don't need to be home** – A Trademark team member will accompany every showing and lock up afterward.
- ▶ **Tidy, not perfect** – We're not expecting a staged home. Making beds, clearing dishes, and securing pets and valuables goes a long way.

We appreciate your help!



FREQUENTLY ASKED QUESTIONS

For additional FAQs and other policies and procedures, visit TrademarkRES.com.

Can I add a pet?

Many of our homes are pet-friendly, but approval is required before any pet moves in — including service animals and ESAs (documentation required). Start at TrademarkRES.com/resident-resources/add-pets. Approved pets require a non-refundable pet fee and monthly pet rent (per pet), plus a signed Pet Addendum. Certain dog breeds are restricted for insurance reasons — including Rottweilers, Dobermans, and “pit”-family breeds — unless approved with appropriate documentation.



Can I add a roommate?

Yes. The proposed roommate submits a rental application and completes the same screening as any applicant. Once approved, a lease addendum is signed by all residents, the roommate, and Trademark. All residents on the lease are jointly responsible for rent and lease obligations.

What forms of payment do you accept?

ACH, debit, and credit cards through your resident portal, or check/money order. Cash is never accepted. Security deposits and first month's rent must be paid by money order or bank-issued cashier's check.

What if I need to break my lease or move out early?

We do know that life sometimes changes and you need to leave earlier than expected. While we do try to work with our residents on the timing, keep in mind that there is a 2 month's rent penalty + loss of deposit.

Can I paint or make changes to my home?

In most cases, painting is not permitted. If the property owner approves an exception, it must be granted in writing, and the unit must be returned to its original color before move-out unless otherwise specified.

Is renters insurance required?

Yes — and it's already handled. The insurance included in your Resident Benefit Package satisfies your lease requirement (see page 4).

What happens if I leave owing rent?

Unpaid balances may be turned over to a collection agency and reported to credit bureaus as landlord debt. If you're struggling, talk to us early — we'd rather help you find a solution.

Who do I call with other questions?

Our local office: (717) 947-3900. We're real people in Lancaster, and we're happy to help.



HOW TO CONTACT US

Contact Us Online

PREFERRED METHOD

This is our preferred way to hear from you. Any time of day, send us a message through the Contact Us form at **TrademarkRES.com/Contact**. Choose your topic and it goes straight to the right team. We will respond promptly.



LEASING

REPLY IN 4 BUSINESS HOURS

Email: Leasing@TrademarkRES.com
Phone: (717) 947-3900, ext. 1

REACH OUT ABOUT

Anything related to your lease and living arrangements.

For example, reach out for:

- ▶ Renewing or changing your lease
- ▶ Adding a roommate or pet
- ▶ Giving notice to vacate

ACCOUNTING

REPLY IN 4 BUSINESS HOURS

Email: Accounting@TrademarkRES.com
Phone: (717) 947-3900, ext. 6

REACH OUT ABOUT

Anything related to rent, payments and your account.

For example, reach out for:

- ▶ Questions about a charge or balance
- ▶ Help paying in the Resident Portal
- ▶ Your security deposit after move-out

MAINTENANCE

24/7 FOR EMERGENCIES

Phone: (717) 947-3900, ext. 2
Online: TrademarkRES.com/Maintenance

REACH OUT ABOUT

Anything related to the condition of your home.

For example, reach out for:

- ▶ A repair or something not working
- ▶ An emergency (no heat, water, leak, lockout)
- ▶ An update on an open work order

FRONT OFFICE

REPLY IN 4 BUSINESS HOURS

Phone: (717) 947-3900, ext. 7
Email: FrontOffice@TrademarkRES.com

REACH OUT ABOUT

General questions, or when you're not sure who to ask.

For example, reach out for:

- ▶ Updating your contact information
- ▶ Dropping off or picking up keys
- ▶ Scheduling an office appointment

How We Will Respond

Each department will respond within the timeframe shown above, using the communication method of your choice. If your call isn't answered, please leave a detailed voicemail.

After-Hours Communication

Our office is open Monday–Friday. After-hours messages are answered the next business day. For maintenance emergencies, submit a Resident Portal request and call (717) 947-3900 ext. 2. **Please use the contacts on this page, not staff personal numbers.**

Rent. Invest. Grow.

At Trademark, our mission is to provide quality homes for residents to live in by building a thriving partnership with owners of investment properties.

TrademarkRES.com



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