

PAYMENTS

Inquiry	Answer	Agent Actions
Payment Options and Service Fees	Online Instruct caller to access their portal account for approved payment methods and fees. Certified Funds/ Drop Box Check C3 page for details	RC Logins: Provide basic navigation and troubleshooting for payments. C3 page: Add inquiry
Walk in Payments (WIPS)	Residents requesting WIPS cards or replacement WIPS cards	C3 page: Add message
	Residents wanting to locate WIPS vendors	Provide: checkfreepay.com/agentlocator and advise to select biller: WIPS Rent Payments C3 page: Add inquiry
	For additional questions about the WIPS program	Refer resident to www.InvitationHomes.com > Current Residents > Pay My Rent (see WIPS Payments) C3 page: Add inquiry

FEES & CHARGES

Rent Payment	Rent Payment due on the 1 st Late fees are charged according to the terms of the lease.	Do not discuss rent charges, late fees. Resident can refer to their lease document for additional details. C3 page: Add message/Inquiry
Balance	We can provide balance only to residents that have an account on invitationhomes.com	RC Logins – Residents – Preview Residents - provide balance (or advise tenant to register) No online account? – C3 page: send message
Utilities	Invitation Homes uses a 3 rd party utility billing company – Conservice – to manage utility accounts. Charges get posted online on the 26 th by Conservice	Questions on utility charges should be redirected to the Local Office. C3 page: Add Message
NSF (Non-Sufficient Funds)	If a resident’s payment has been returned due to non-sufficient funds (while paying online charges).	C3 page: Add Message
HOA Fees	HOA fees are applied if a violation is received from the HOA. Property Manager will notify them	Refer resident to Property Manager C3 page: Add Message if needed.

Trip fee/ Service Fee	Charged when resident fails to provide at least 1 business day notice for cancelling a maintenance appointment.	Advise resident to review the WO in SMS for additional details C3 page: Add Inquiry
Collections	If resident calls to discuss any charges that have been sent to Collections	Do not discuss any details with the resident; Provide Fair Collections & Outsourcing, Inc (FCO) #: 877-324-7910 C3 page: Add Inquiry
SMART HOMES		
What's Smart Home?	This service offers the convenience of running the home easily through a smart phone, tablet or computer; Smart Home services are installed and available in select homes; Smart home Package - \$17.95/mo	For general information regarding Smart Home, please refer resident to www.InvitationHomes.com/smarthomes For specific questions about subscription, enrollment process, or account issues, add Message . For issues with equipment (thermostat or lock), please transfer to Maintenance at: 888-330-4969 C3 page: Add Inquiry
RENTER'S INSURANCE		
Liability and Requirements	Liability: \$100,000 per occurrence Dog Bite: \$10,000 per authorized dog	A full list of requirements can be found at InvitationHomes.com > Future Residents > Qualification Requirements C3 page: Add Inquiry
Proof of Insurance	If future or current resident would like to provide proof of insurance	Advise resident to send the documents to InvitationHomesIPM@yardi.com so they can be added to his/her file. C3 page: Add Inquiry
Evidence of insurance	If resident would like a confirmation of evidence of insurance	C3 page: Add message to request follow-up from on-site staff
Coverage questions or claims	If resident has questions about their policy or needs to file a claim, do not attempt to answer coverage questions or assist with claim issues	Advise resident to contact their Insurance Provider for assistance . C3 page: Add Inquiry
CO-BROKERS		
Co-Broker Participation	Invitation Homes partners with Co-Brokers on select properties.	Advise broker to visit MLS to view available homes. No messages! No Guest Card! C3 page: Add Inquiry
Showings	Instructions for showings can be found in the MLS listing.	Advise broker to visit the MLS for instructions on scheduling a showing provided on eligible listings. C3 page: Add Inquiry

Advertise listings	If co-broker is interested in advertising one of our listings.	Advise co-broker that outside advertising is not permitted. C3 page: Add Inquiry
EMPLOYMENT INQUIRIES		
Employment	If caller inquires about employment opportunities with Invitation Homes	Advise caller to view Invitation Homes job listings on invitationhomes.com/careers . C3 page: Add Inquiry
Status of application	For individuals that have previously applied for a job.	Advise that the hiring department will contact them if their qualifications meet company's needs. C3 page: Add Inquiry
Employment verification	If caller would like to verify employment for a current or past associate, Invitation Homes uses the services of " The Work Number " to assist with all employment verification requests.	Advise caller to visit theworknumber.com and select " <i>I'm a Verifier</i> " and provide the following: Employer Name: Invitation Homes Employer Code: 25381 Employee's Social Security Number (SSN) C3 page: Add Inquiry
PURCHASING/SELLING A HOME		
Buying	Current resident or prospect: <i>Although Invitation Homes is in the business of leasing rather than selling, from time to time a sale is considered.</i>	Advise caller to send the details of their listing to acquisitions@invitationhomes.com C3 page: Inquiry
Selling	Caller is interested in selling a home/property to Invitation Homes	
OTHER		
Rental Verification	For rental verification requests	Determine caller's name/ company and phone Determine resident name C3 page: Add message including the address
Scams	False advertising - we will need to capture as much information as possible, especially if a PROSPECT says that money was given to someone to rent the home	<ul style="list-style-type: none"> C3 page send message using template below: FRAUD EMAIL TEMPLATE: <ul style="list-style-type: none"> Date notified: Callers Name: Callers Phone Callers Email address: Property ID: Property address: Property management office: Website where posted: Did fraudulent listing result in unauthorized occupant? Notes (Include information regarding the scammer, if funds were provided, amount, etc.)

Additional Website Features

<p>“Sign in” button</p>	<p>www.invitationhomes.com > Locations</p> <p>Prospects can create an account on the invitationhomes.com website to save preferred searches and self-tour select homes as listed online.</p>	<p>Sign in button is not related to the RentCafe prospect and resident login.</p> <p>C3 page: send message for account accessibility support.</p>
<p>“Schedule Self-Tour” button</p>	<p>Listed on select homes. Prospects needs to create an account (see above) → provide ph# → select appt date time (1 hr increments) for self-show → provide billing info → receive 6 digit code for smart lock</p>	<p>C3 page: inquiry or offer to send a message for additional details and navigation support.</p>
<p>“Request Self-tour” button</p>	<p>Listed on select homes. Prospects need to provide personal details – leasing specialist will follow-up to schedule appointment.</p>	<p>C3 page: identify GC – Add Contact or Create GC if none exists.</p>