

# What's Next?

Thank you for enrolling in your Resident Benefits Package.  
Wondering “what’s next?” Here is what to expect.



## Identity Theft Protection

Your Identity Theft Protection account will be automatically set up for you with up to \$1M identity protection to protect all adult leaseholders. Dark Web monitoring prevents issues before they come up. Simply watch for your email confirmation with your account details.

If the welcome email is missed or you fail to receive it, please use this link to get access to Aura <https://my.aura.com/start/secondnature/custpd>

If in need of support please contact Aura at [support@aura.com](mailto:support@aura.com) | 833-552-2123



## Resident Onboarding

Your move-in experience just got a whole lot easier. With one simple link, you'll get access to everything you need to get set up—utilities, internet, movers, and more—all in one place.

### What's included?

- A personalized onboarding link made just for your move
- A one-stop hub to handle utilities, moving help, and other essentials
- Hands-on help from a support team ready to walk you through setup and answer questions
- Clear expectations and timely info

### What to expect next:

Now that your lease is signed, you'll start receiving emails that guide you through each step of getting settled. Keep an eye out for your onboarding link—it's your key to a smoother move. We're here to help you feel at home, faster.



## Resident Rewards Program

Now as you pay rent on time, you get points, gift cards, and exclusive offers.

In the weeks ahead, look for your welcome email from Piñata with a custom link. In this email, you will get a link to download the Piñata app through the App Store or Google Play. Or you can access a web-based version.



## On-Demand Pest Control

Have pests? Pest Share will coordinate service from their provider network for all covered pests in your lease. Each service has a 30-day warranty from the completion of the service. Request services [here](#).



## **Credit Building**

No action is needed to watch your credit score grow. Once enrolled, your credit score will reflect your on-time rent payments. Individual results vary, but typical increases range from 20-40 points over a 12-month lease term.

We do wait 90 days to open the tradeline on your credit report, so that your initial payments can offset any adverse impact from tradeline opening. You should expect to see this on your credit report thereafter.



## **Air Filter Delivery**

Instead of going to the store, now you get the exact filters you need, when it's time to change them. If your home requires filters, you can expect to receive your first delivery within 30 days and ongoing shipments on a regular cadence, subject to your lease agreement.

For all filter or delivery questions, please contact us via email at [residenthelp@secondnature.com](mailto:residenthelp@secondnature.com)