

second nature®

What's Next?

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

Resident Resources

Resident Help Center
residents.secondnature.com

Contact Support
residents.secondnature.com/s/contact-support



Move Guide

Setting up your utilities is built right into your Move Guide. Once your lease is signed, you’ll get a personalized link that shows exactly which utilities need to be transferred into your name. From there, you can take care of everything in one simple hub—utilities, internet, moving services, and more. If any utility requires a deposit or in-person application, your Move Guide will provide the right forms and instructions so you know exactly what to do next. No confusion, no hunting down paperwork—just a clear path to getting settled stress-free.



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.



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 increases can be up to 60 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



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 | 833-552-2123



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](#).