



ALL STAR RESIDENT REWARDS PROGRAM

Earn FREE Rent

IT'S EASY TO BECOME AN ALL STAR RESIDENT
All you need to do is make all of your rent
payments on time and don't violate the lease.

12 month = 10% discount in 13th month



24 month = 25% discount in 25th month



36+ month = FREE RENT* or 50% discount once each year



- Free rent requires signing a 36-month lease, otherwise a 50% discount applies
- Reward program starts with your first on-time payment and discounts are given in the 13th month after 12 consecutive on-time payments are received.
- To be considered on-time the full outstanding balance must be received no later than the 1st of the month. If the 1st falls on a holiday the due date will be the previous business day. It is your responsibility to make sure payments are received on time. Responsibility for delayed and/or lost mail stays with the resident. Residents are allowed to have up to two payments per 12-month period to be received between the 2nd and 5th of the month and still be considered on time for this program.
- Discounts are based on the weighted average of your past 12-month required payments.

See the reverse for more information

Frequently Asked Questions:

How can I earn a free month of rent?

If you don't violate your lease agreement and you make on-time rental payments for 12 consecutive months, you will earn one star and receive a 10% discount on your rent in the 13th month. If you continue to make on-time rent payments for another 12 months, you will receive 2 stars and a 25% discount on your rent in the 25th month. After completing 36 months of consecutive on-time payments, you are eligible to receive one free month's rent if you sign a three year lease or you can continue receiving the 50% discount. You can maintain your 3-star status as long as you make on-time payments. If you fail to make on-time payments you will lose your stars and have to start over again.

What is considered on time?

We consider an on-time payment as a payment that was received on or before the 1st of each month and the payment covers the full balance due. If the 1st falls on a holiday or any day where the payment cannot be delivered, the previous business day becomes the due date.

I was late by just one day once. Am I not eligible anymore?

The All Star Resident Rewards Program will allow your full payment to be received between the 2nd and 5th of the month for up to two(2) times in the 12-month.

Will someone come and pick up my payment so I can be on time.

No. You are responsible to get the payment to us, if someone from Brands Capital has to come to pick up your rent payment it will be considered late for this program. Furthermore, it may also be considered late under your current rental agreement. Please check your rental agreement on your specific due dates and late fees.

I mailed the payment but it got delayed in the mail.

Unfortunately, payments are recorded on the day they were received and delays in the mail falls on the resident. We suggest that you mail your payment 5 business days before the due date to ensure payments are received on time. In some rare cases we may investigate a payment that was delayed and give you on-time payment credit.

We do allow exceptions if you use a third party payment processor that mails the payment for you such as your bank's Billpay. We can help you set that up for you.

Can I pay a month in advance to make sure I'm not late.

Absolutely. If you are in the financial position to pay a month ahead it will assure you that you will be on time every time, even if your payment comes in on the 2nd, 5th or 10th.

If you have a credit balance to at least cover the rent due it will be considered an on-time payment even if you actually didn't send any payment.

My rent has changed over the year what is the discount based on?

The discount is based on average rent you paid during the past 12 -month period. For example if your rent in the first 3 month of the program was \$800 and in the remaining 9 month \$900, your discount will be based on your weighted average rent of \$875.

My lease is up and I am moving. Will I still get my earned discount.

Unfortunately, the program is designed for the current residents giving them a discount on their continued stay. If you are moving out you are forfeiting any earned discounts.

I like this program will you ever cancel it or change it.

This program is designed to reward great residents like yourself and to provide a win-win situation for everyone. This reward program is absolutely free to all residents and is not a contract therefore Brands Capital Corp reserved the right to cancel or modify the program at any time. If for any reason it is necessary to cancel the program we will do our best to make good on any earned rewards. As a matter of fact it is more likely that we will increase the rewards and extend the program benefits.

I am a Section 8 participant, can I still participate.

Yes but you must have a rent portion. Your rewards are based on your weighted average rent portion within the past 12 months. Furthermore, if your portion was zero during any time of the year your reward percentage discount will be prorated accordingly. For example if your portion was \$400 per month for 6 month and \$0 for 6 month you would receive a 5% discount on your \$200 average weighted monthly rent portion in the first year.