

A photograph of a man and a woman sitting on a light-colored couch in a living room. The man is on the left, wearing a dark polo shirt and dark pants, smiling. The woman is on the right, wearing a light blue shirt and denim shorts, looking down at a person lying on the couch. The person lying down has prosthetic legs and is wearing sneakers. A wheelchair is visible on the left side of the frame. Large windows with multiple panes are in the background, letting in natural light. The floor is made of wood.

# FirstKey Homes Resident Standards of Care and Resources

**FirstKey**  
HOMES™

# Our Mission, Vision, and Values

**FirstKey Homes proudly serves its residents who call our homes their own.**

Our Mission, Vision, and Values illustrate our commitment to you as a resident.

- **MISSION:** We give our family of residents a place to call home.
- **VISION:** To proudly serve the family of residents making our homes their own and build communities one caring experience at a time.
- **VALUES:** Integrity, Kindness, Inclusion, Excellence, Teamwork, Accountability

As a company comprised of caring and compassionate professionals, we come to work each day with an unwavering commitment to serve our residents with respect, empathy, and dignity as a leader in the industry. FirstKey Homes continuously seeks to deliver resident value and quality experiences. We staff our local offices with dedicated teams of leasing, property management, and service professionals.

As a resident of FirstKey Homes, you have rights we respect, recognize, and honor. Consistent with our commitment to transparency and thoroughness, your rights and protections are clearly presented in your lease and supporting documents. We have also summarized these commitments below for your convenience and additional visibility as a member of our family of residents. While we hope this document is helpful to you, it is for informational purposes only and does not supersede the Lease Agreement.



# Your Home

FirstKey Homes cares immensely about our residents and the communities that count on us. We are passionate about providing clean, safe, and functional homes.

Throughout your time as a resident with FirstKey Homes, we partner with you in sharing responsibilities to take care of the home. We maintain the major systems of the home, provide essential services, and are responsible for the building structure; specifically, this includes:

- Plumbing
- Heating & Cooling
- Fully functioning doors and windows that lock
- At move-in, a home reasonably free from pests;  
during your lease term, pest control is your responsibility

Should you experience an issue with these services, please contact us so that we can address them for you, as indicated in the Service & Maintenance section below.



# Your Lease

In addition to the above, your Lease Agreement explains FirstKey Homes's commitments, as well as some items that are resident responsibilities. As a fully written, executed agreement, the lease includes everything that FirstKey Homes provides, and it also explains all resident responsibilities, all standard costs, and any potential fees. It contains all the details of how we serve you; please reference it for any questions regarding your residency with FirstKey Homes.

(Copies of your lease and supporting documents are available through our online [Resident Portal](#).)



# Service & Maintenance

If you have a non-emergency maintenance concern, please report it using our convenient [online Self-Service portal](#). You can schedule a maintenance appointment for a time that's convenient for you and track the status of your maintenance requests using this system.

**If you have a maintenance emergency, please call 844-395-3959 right away.**

**Note: Do not use FirstKey Maintenance System (FMS) for emergencies; instead, call for emergency assistance.** We will work immediately to stabilize the issue within 24-48 hours. (If FirstKey Homes is unable to stabilize your emergency in this timeframe, we may provide you alternate lodging at a local hotel depending on the nature of the emergency.) If conditions are life-threatening, call 911. Please remember that some small items such as changing air filters, unclogging drains, and maintaining landscaping are considered the resident's responsibility; refer to your lease or our website for details. Also note that if we come to your home for an item that is considered a resident's responsibility, charges or fees may apply.



# Rent

Rental rates will not change during your lease term; the amount agreed to in your lease is the amount that we will honor for the term of your lease. As the end of your lease term approaches, we will provide you with at least 60 days' written notice of any rent change.

To best serve you, we offer several convenient ways to pay rent:

- **Online Resident Portal**
- **FirstKey Homes mobile app**
- Automated pay-by-phone, available 24/7. Call 800-528-0500.
- Walk-In Payment System (WIPS)



# Notifications

To keep you informed and help when needed, we will notify you in the case of any of the following:

- Payment is late (per the terms of your lease)
- Late fee is charged
- Other lease violations
- HOA violations
- Rent changes in advance of lease renewal/the end of your lease term (60 days' written notice)
  - a. If you want to vacate, please provide FirstKey Homes 60 days' notice prior to your lease end date. If you vacate your home prior to the lease end date, you'll be charged an early termination fee of 2 months' rent.
  - b. If you provide less than 30 days' notice of your intent to vacate, you'll be charged rent through the 30-day notice period, in addition to the early termination fee.



# Financial Wellness

At no cost to you, FirstKey Homes has partnered with **KOFE® (“Knowledge of Financial Education”)** to provide residents free, unlimited financial wellness education and coaching. The KOFE program includes free online resources and guidance to assist with financial well-being, with learning tools covering money, budgeting, credit, retirement, and many other topics.

At no cost to you, FirstKey Homes has partnered with **RentTrack®** to provide you with positive credit reporting, allowing you to build credit using the payments you’re already making. FirstKey Homes covers the costs of this service to you.



# Anti-Discrimination and Retaliation

Discrimination and retaliation are not only illegal but are also unethical and go against our Mission, Vision, and Values. FirstKey Homes will never raise your rent or threaten to evict you because you reported a health or safety issue or made a complaint. FirstKey Homes will not treat you differently because of your race, nationality, disability, religion, sexual orientation, military status, protected hairstyle, gender expression, marital status, familial status, color, or immigration status.



# Victims of Sex Abuse, Stalking, and/or Domestic Violence

FirstKey Homes will never evict a resident for failing to pay their rent, who is the victim of domestic violence, unlawful sexual behavior, or stalking. If you are a victim and need to terminate your lease early and leave the home, contact FirstKey Homes via our [Help Center](#) or 844-395-3959 to learn your options and for assistance; you may be able to terminate your lease early without penalty.



# Fair Housing

FirstKey Homes is an equal housing lessor pledged to the letter and spirit of all applicable state and federal fair housing laws, including, without limitation, the Fair Housing Act (Title VIII of the Civil Rights Act of 1968, as amended), for the achievement of equal housing opportunities for all rental applicants and residents throughout each of the states in which we operate.

If you have a disability, please contact your Property Manager and they will provide you a Reasonable Accommodation Form. Also, you can submit a copy of the request through our online [Help Center](#).



# Contact Us

FirstKey Homes is here to serve you. Please contact us using the following convenient options:

- For maintenance concerns, use **our online Self-Service portal:** for maintenance emergencies, call 844-395-3959.
- For general questions and resources, email **[fkinfo@firstkeyhomes.com](mailto:fkinfo@firstkeyhomes.com)** or see our online Help Center, where you can submit a request.
- To speak with an agent about any questions or concerns, call 844-395-3959.





*This document is for informational purposes only and does not supersede or modify your Lease Agreement. It provides a general overview of standards of care and related resources of FirstKey Homes Residents and is not intended to provide legal advice by either the Property Owner or FirstKey Homes, as the Property Manager, and does not modify or change the terms of the Lease Agreement.*