

Policies and Procedures

Policy

- NPS acts as an agent of the resident.
- NPS is not a landlord or leasing consultant and is not paid by the landlord to fill apartment vacancies.
- NPS is not involved with decisions about rental leases. The company does not make recommendations about the credit worthiness or reliability of a resident.
- NPS is not a collection agency.
- NPS is not a bank. NPS does not pay interest on funds.
- NPS will only receive funds through direct deposit from employers. It is the responsibility of the resident to submit the "Payroll Direct Deposit" form to their employer to authorize deposits to NPS.
- NPS will only accept funds electronically. NPS will not accept cash.
- NPS holds funds for rent payment, as instructed by the resident, in order to fulfill rental lease obligations.
- NPS does not communicate directly with the landlord about grievances, but does notify the landlord that a resident with a grievance has forwarded a "Stop Payment" request either in writing or by phone to the NPS Customer Service Center. NPS will not become further involved with resident-landlord communications.
- NPS will inform landlords weekly about payment status of a resident, including immediate notification if a payment is missed or incomplete.
- NPS will not forward partial payment to a landlord unless instructed by the landlord.
- NPS will return excess funds once the landlord confirms all lease obligations are fulfilled.
- NPS will return all funds to a prospective resident if a lease is not executed.

Charges & Fees

- NPS charges the resident a two percent (2%) Monthly Service Fee for funds received plus a \$0.95 Monthly Administrative Fee.
- NPS also charges a fee to the landlord.
- It is the responsibility of the resident to inform NPS of any changes in lease or employment status. NPS will charge an "Inactivity" fee of \$5.00 per week on funds held after the NPS Client Service Contract has been cancelled.

Conditions

Residents must be employed by a company that provides direct payroll deposit.
Residents must be approved by the landlord in order to participate with NPS.

Cancellation

- The resident has the right to discontinue with NPS at any time. It is, however, the obligation of the resident to notify the landlord and to make other payment arrangements with the landlord.
- The resident has the responsibility to notify NPS in writing where to send any excess funds remaining with the company after canceling the service.
- NPS Client Service Contract will be cancelled if no deposits are received for sixty (60) days.
- Cancellation of NPS may violate lease agreements.