

THE VERIS PROMISE TERMS & CONDITIONS

30-DAY MOVE-IN GUARANTEE

If, for any reason, you are unhappy with your new home within the first 30 days of your initial occupancy at a Veris Residential managed building, you are welcome to break your lease agreement and move out. Residents must notify the management office within the first 30 days of initial lease term and are required to vacate the unit within the first 60 days of occupancy. Lease holders will be required to complete rent payments for the 1st & 2nd months and are responsible for repayment of any non-refundable fees, concessions, waived fees or other specials. Deposits will be returned according to state law. Abuse of this part of The Veris Promise may result in the removal of this guarantee for any lease holders that engage in abuse.

24-HOUR MAINTENANCE GUARANTEE

While we aim to solve maintenance issues in a timely manner, some issues require more time to address than others. Regardless of the issue, we guarantee that we will acknowledge receipt (call or email) of a maintenance request within 24 business hours. If you do not receive said acknowledgement within this timeframe, we will provide you with a \$25 gift card and make a donation to one of our philanthropic partners on your behalf. As always, we will respond to emergency calls, regardless of management office hours.

Abuse of the 24-hour maintenance guarantee will be flagged for review. Persistent or sustained abuse of the 24-hour maintenance guarantee will render the guarantee invalid.

PET POLICY

All animals (service or pet) are subject to the same code of conduct as outlined in your lease agreement. As of September 25, 2023, we no longer have any restricted breeds or size limitations for domestic cats or dogs but do require that all animals be registered with the management office. Leases executed prior to this date may reference restrictions which are no longer applicable. Households are limited to a two (2) pet maximum.

Violations of, or failure to comply with, the pet policies may result in remedial action, police or civil intervention, imposition of penalties, fines or fees, and/or removal of animals.

BRAND PARTNERSHIP PROMOTIONS

Brand partners may be added or removed at any time without notice. Specials, discounts or incentives offered by the partner may change at any time. Veris Residential does not receive any compensation through resident transactions with the partner and thus is not responsible for any promises or guarantees made by the partner.

75-POINT MOVE-IN PREPARATION & INSPECTION

Our team uses the same 75+ point checklist to prepare all our apartments for move-in. If your apartment does not meet the inspection requirements set forth in our checklist at the time of move-in, you are entitled to a one day rent credit.

100% SMOKE-FREE BUILDINGS & ELEVATOR PURIFICATION SYSTEMS

All Veris Residential buildings are 100% smoke-free (including vaping or marijuana). Smoking of any type is a violation of the lease agreement and should be reported to the management team immediately. Elevator purification systems are installed at select buildings. Please see your management team to confirm your property's specifications.

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COMPLIMENTARY BICYCLE STORAGE

Bicycle storage is subject to the terms and conditions and bicycle policy outlined in your lease agreement. Bicycle storage will be provided free of charge on a first-come, first-served basis. This only applies to buildings where bike storage is currently offered.

Abuse of the complimentary bicycle storage program will be flagged for review and may result in a resident being ineligible to utilize bicycle storage.

ENHANCED RESIDENT REFERRAL PROGRAM

Each household is automatically enrolled and eligible to refer new residents to any Veris Residential building. The referring resident must be a current leaseholder in a Veris Residential managed building. The referring resident will be eligible to receive a \$500 gift card for referral of a new resident to the building that they reside in which the referring resident currently resides. A referring resident will be eligible to receive a \$250 gift card for referring a new resident to any other Veris Residential portfolio building (sister community).

The new resident must complete a "Resident Referral Form" and provide the referring resident's full name and building of residence and unit number during the new resident's first tour. All parties need to sign the referral form. The referral fee will be paid 30 days after the full execution of the "Resident Referral Form" and the date that the new resident moves into a Veris Residential-managed building. The referring resident and new resident must be in good standing at the time the referral fee is due to be paid.

COMPLIMENTARY LOCKOUT

A complimentary lockout service will be provided to each apartment once per initial lease term. After the fee is waived once, a fee of up to \$175 will be assessed per lockout.

ONE-TIME LATE PAYMENT WAIVER

The late payment fee otherwise applied to overdue rent payments will be waived one time during the initial lease term. After the fee is waived once, a fee of 10% of rent due will be assessed.

CREDIT BUILDER

We report on-time rent payments to Experian Rent Bureau, which may help residents continue to build positive credit. Residents must opt-in to be included in the reporting.

TRANSLATION SERVICES

We will provide verbal translation services with the use of Language Scientific, a 3rd party vendor. If you wish to utilize this service, you may come to the leasing/management office and ask our team for assistance. There is no charge for the service, and it may be accessed during regular business hours.

The Veris Promise is subject to Terms and Conditions as outlined above. Program availability may vary by community. Except as otherwise explicitly set forth in the Terms and Conditions, the program and each of its components are provided as is, without guarantee or warranty of any kind, express or implied. Program is subject to change, modification, suspension, cancellation and/or revocation, in whole or in part, at any time without notice.