



HOME WELLNESS

Hello,

Congratulations! You have been signed up on our furnace filter delivery system!

**What is Second Nature?**

Second Nature is a great company that delivers air filters directly to your home. Each delivery contains the exact number of high-quality filters your home needs. It also acts as a physical reminder that it is time to change them.

**What is the cost for Second Nature?**

"There is no additional cost outside of your lease. This is included as an amenity no matter what size or quantity of filters your home needs."

**How often will I receive my filter(s)?**

A new filter will be shipped directly to your door every 30 days which will ensure lower utility bills, better air quality, prevented maintenance, and a comfortable home environment.

**Do I install the filter myself?**

Yes. Once received, you will remove and dispose of your old filter, and replace with the new filter. There will be instructions in your shipment on how to locate and change your filter.

**Where is my air filter located?**

First, look around your property for a return grate (usually on a wall or ceiling). If you find one, there will be a place for you to open the grate, and your filter will be inside. If your property does not have a grate on the wall, your air filter will be located in/by your furnace. Look for a 1"-4" wide hinged or removable cover on it and the filter will be inside. You should change either at the vent or the system, but not both. That is redundant and unnecessarily restricts airflow.

**Can I opt-out of changing filters?**

No, this is a resident responsibility, and we have made it as easy as possible for you to do it in a timely manner. We appreciate our tenants that have been taking the appropriate steps to take care of their HVAC systems in the past and we are confident that the Second Nature Program will save you time, money, and a better experience in your home.

**Why do I need to change my furnace filter?**

It is an excellent way to save money on your energy bills. Having a clean filter means it takes less energy to push air through your home. A dirty filter is the #1 reason for HVAC system failures. It restricts the airflow into your HVAC systems air handler, which then strains, and oftentimes burns out the motor controlling airflow. Most HVAC repairs start around \$400-\$2,000 and a full replacement can be as much as \$10,000 or more.