

AANC/NAA Lease Program FAQs

■ **Are the NAA Click & Lease forms of the same quality as AANC forms?**

What are some other benefits of NAA Click & Lease? Yes! The NAA Click & Lease is the most widely used lease in the United States. The lease and accompanying addenda cover every aspect of the rental process and are reviewed by expert attorneys to ensure legal compliance. The language of the lease is constantly monitored and modified to reflect new legislation or jurisprudence.

NAA has also been adding enhancements to NAA Click & Lease since January and several will be rolling out through 2021 including:

- **Litigation Defender Insurance:** triggered whenever a plaintiff challenges a provision of the NAA Click & Lease Form.
- **Online State Legal Guide:** NAA is working on a new NC legal guide that will be available no later than Q1 2021.
- **Local Forms Review:** this process has been ongoing to ensure accuracy and compliance across all local jurisdictions. To date, more than 1,300 of 3,155 jurisdictions have been reviewed across the country.
- **New Online Portal:** currently redesigning and redeveloping the portal, where users can access their account information and pay invoices. The portal is still slated to be ready by Jan 2021.

NAA has also released a new compliance solution, NAA Click & Comply, that NC members have access to. This performance management and compliance software allows property management companies to consolidate processes and systems into one place for ease of use and transparency. Automate, save time and trust that your properties are remaining compliant. More information can be found at comply.naahq.org.

■ **Will we receive a new account?** Yes, Blue Moon will set up new NAA accounts for every AANC account. They will do this by mirroring existing AANC accounts and users. Therefore, all users, permissions, and settings will be automatically included in the new NAA account. You will be prompted to activate your new NAA account, as you usually do. Blue Moon will also map over default values and settings for your lease package, as long as the data is compatible with AANC to NAA.

If you integrate with another software platform, you will want to share your new account credentials with them for your updated integration. As soon as you are comfortable with that setup, you can make the switch from AANC to NAA for your lease package and integration.

For specific assistance with that process and timing, please reach out to Blue Moon support at 800-772-1004 or support@bluemoonforms.com.

■ **Does the NAA Click & Lease program offer eSignature and other valuable tools?**

The NAA Click & Lease program includes eSignature, online applications as well as online renewals to support a completely electronic leasing process.

■ **What changes should I expect in leasing language once the NAA transition is complete?**

AANC and NAA currently retain the same North Carolina law firm to review its lease packages. As such, you can expect the same high-quality legal review and due diligence that you have grown accustomed to as an AANC Lease user. Style and formatting differences aside, the lease language will remain in compliance with the North Carolina Landlord Tenant Code.

■ **Are there webinars available that can help familiarize me with the lease?**

Yes, NAA is preparing webinars and other materials to familiarize with our lease program. Specifics include:

- **Webinars** on the new product, its new and unique features
- **In-person education** held at local affiliates with NAA Click & Lease staff and the legal counsel for the lease in North Carolina

We anticipate these education programs to begin in May 2020.

■ **How do I place orders for the NAA Click & Lease?**

NAA has an easy-to-use online portal for you to order new lease packages and manage existing packages. Please visit naahq.org/lease to begin.

■ **What is the price of the NAA Click & Lease Program?** Below is a price comparison for the two programs. NAA offers different pricing options to meet the needs of all properties.

	Small Owner			Apartment Package		
	Units	License Fee	Price Per Unit	Units	License Fee	Price Per Unit
AANC Pricing	≤ 75	\$50	\$5 (includes 10)	≥ 76	\$350	\$2.87
NAA Pricing	≤ 49	\$100	\$5 (includes 20)	≥ 50	\$325	\$2.99

■ **When is my NAA Click & Lease invoice due?** NAA sends invoices for the NAA Click & Lease program 60-days in advance of when payment is due. As an AANC legacy lease user, your billing is annual and based on the calendar year. You can expect to receive an invoice by November 1. The invoice will be sent via e-mail.

Please login to (portal or community hub) to ensure NAA has the correct contact information for your properties.

■ **Can I pay my lease invoice online?** NAA is pleased to offer flexible options to pay NAA Click & Lease invoices. You can make a payment via phone by contacting the Client Solutions Center at 833-86-MYNAA, pay online by credit card, and also may mail a check if that is preferred.

Online Credit Instructions: You may log into the NAA Click & Lease Ordering Portal; select invoices; and pay now.

Mail payments to:

NAA Services LLC
PO Box 76450
Baltimore, MD 21275-6450

■ **Who should I reach out to when I need to update account information?** Lease users may contact the NAA Client Solutions Center by phone or email to update account information.

E-mail: clientsolutions@naahq.org **Phone:** 833-86-MYNAA

