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PRODUCT SPECIFICATIONS FOR REALPAGE COMMUNITY MANAGEMENT

UPDATED: March 5, 2020

These Product Specifications describe the current functionality and certain dependencies of the above-referenced product center (the "Product Center"). Access to and use of the Product Center is governed by an underlying agreement and, as applicable, addendum (collectively, the "Agreement") with RealPage, Inc. and, as applicable, its affiliates (collectively referred to herein as the "Provider" "we" or "us"). Capitalized terms used in these Product Specifications have the meanings provided in the Agreement unless otherwise defined herein.

Subject to the terms of the Agreement, these Product Specifications may be modified at any time. If we modify these Product Specifications, we will post the updated version at http://www.specifications.controls.realpage.com and update the "Updated" date above. We recommend that you review these Product Specifications periodically for any changes. Your continued access to or use of the Product Center will constitute your acceptance of the updated Product Specifications.

1. AUTHORIZED USERS AND PASSWORD

Provider will provide the licensee under the Agreement ("Licensee") with a user name and password permitting Authorized Users to access the Product Center. Licensee is responsible for the protection and dissemination of such user name and password and for any activities or actions occurring under Licensee's account or log-in credentials—including, without limitation, for any losses or damages resulting from the loss, theft or misuse of or failure to protect any such user name or password. Licensee will permit only Authorized Users to access the Product Center, will ensure that all Authorized Users comply with the terms and conditions set forth in the Agreement and herein, and will not permit any person that ceases to be an Authorized User to continue to use a user name or password.

2. OVERVIEW OF REALPAGE COMMUNITY MANAGEMENT

REALPAGE COMMUNITY MANAGEMENT provides owners a powerful web-based management tool combined with a clinical component that enables property managers to monitor, analyze, enforce practices and policies, assess residents' needs, coordinate staff delivery of needed care, and dynamically report on day-to-day workflow at all sites. Contact management and membership has been incorporated to allow for seamless association of contacts to residents.

It automates the entire process of leasing and renting apartments—from electronic guest card to final move-out. As a result of the system's combination of the detailed cost of defined staff, the time and frequency of required tasks, and the resulting calculation of dynamic point values, users obtain detailed acuity, time, and cost data by simply completing the logical flow. At the same time, it simplifies the leasing, resident care, resident management, and rent management processes and automates tasks to free up site personnel to do what they do best: lease apartments and provide high-level care management to prospects and residents.

Community Management is designed to be an integrated application with Care Management. As an integrated application, Community Management provides a full featured resident care capability which is fully integrated with OneSite® Leasing & Rents property management functionality that has been modified for the Senior Living business. For a complete description of Care Management, refer to that Product Specification.

Note: The REALPAGE COMMUNITY MANAGEMENT Product Center was not designed to store electronic protected health information, as defined by Section 160.103 of the HIPAA Regulations, 45

CFR Parts 160, under the Health Information Portability and Accountability Act Omnibus Final Rule released on January 17, 2013. Users should not use any feature of the REALPAGE COMMUNITY MANAGEMENT Product Center to upload or to store any electronic protected health information.

3. DETAILED SPECIFICATIONS FOR REALPAGE COMMUNITY MANAGEMENT

This section outlines the major capabilities of REALPAGE COMMUNITY MANAGEMENT. Community Management is the leasing, billing, collection, and rent management component of the OneSite property management system. The basic Leasing & Rents functionality has been modified for the Senior Living business. The major capabilities of OneSite Leasing & Rents for Senior Living include:

- Today page
- Guest cards and prospects
- Applicants
- Residents
- Transactions
- Administration
- Property level setup
- Senior demographics
- Full resident assessment workflow
- Care fee billing
- Staff assignment visibility and reporting
- Dynamic Data Reporting

3.1. Today page

a. Customizable by role
b. Snapshot of assessment tasks
c. Snapshot of property tasks
d. Snapshot of appointments
e. Snapshot of renewal activity
f. Snapshot summarizing current period financial activity
g. Snapshot summarizing current month leasing activity
h. Snapshot of current availability
i. Snapshot summarizing property tasks
j. Snapshot of regional availability (based on properties user has access to)
k. Snapshot of vacant units that are not made ready
l. Snapshot for sister site transfer
m. Snapshot for resident retention activities
n. Occupancy alert for Alerts snapshot
o. Tasks with user assignable priorities
p. Snapshot for tracking average acuity
q. Snapshot for apartment/unit occupancy

3.2. Guest Cards and Prospects

a. Collect additional demographics on guest card
b. Collect non-USA addresses
c. Collect primary contact information and assign related group memberships
    (i) Identify as referral source
d. Collect prospect referrals

e. Collect lead category and lead source for each guest card
f. Printable guest card
g. Ability to schedule follow-ups
h. Ability to record units shown
i. Ability to add charges or payments to a prospect's account
j. Ability to record activities such as additional visits and/or phone calls
k. Ability to search for prospects by name, phone number, or email address
l. Ability to track assistance needed for a prospect
m. Collect other contact information and assign related group memberships
n. Collect deposit, charge or other credits
o. Searchable prospect features including resident care associations

3.3. Applicants

a. Apply for a specific apartment
b. Transfer to sister communities
c. Collect rental history, employment history, and emergency contact information that carries through to resident record
d. Collect vehicle and pet information that carries through to resident record
e. Collect non-USA addresses
f. Selection of ancillary services
g. Selection of rentable items
h. Selection of assignable items
i. Assessment of multiple fees and/or deposits through process
j. Early occupancy (move in before lease start date)
k. Track applicants with signed and unsigned leases
l. Ability to cancel or deny applications
m. Ability to undo cancellation or denial of applications
n. Ability to send email messages
o. Ability to record transactions
p. Ability to search for applicants by name, unit, vehicle tag, document number, rentable, or assignable items
q. Ability to open Senior at a glance page through action pane or link

3.4. Residents

a. Move-in
b. Undo move-in
c. Generate and print up to 10 renewal offers
d. Renew and print renewal statement
e. Bulk lease renewal offer letters and reminders
f. Ability to adjust renewal pricing in bulk
g. Resident list displays move-in (scheduled or actual), lease start, lease end, and move-out (scheduled or actual) dates
h. Transfer request
i. Transfer within property
j. Undo a transfer
k. Transfer to sister communities

- l. Give notice on unit and/or rentable items
- m. Cancel notice
- n. Move-out
- o. Undo move-out
- p. Edit move-out proration
- q. By role, edit lease dates outside of current A/R period
- r. Enter charge, payment, and credit transactions
- s. Multiple transaction ledger views
- t. Ledgers by subjournal
- u. Final account statement after move-out with customizable charges
- v. Final account statement after move-out with automatic write-offs
- w. Collect non-USA addresses
- x. Ability to search for residents by name, unit, vehicle tag, document number, rentable, or assignable items
- y. Ability to undo or edit final account statements
- z. Ability to open Senior at a glance page through action pane or link

3.5. Senior Living (Applicants and Residents)

- a. Collect general resident, demographic, and personal health information
- b. Collect primary and other associated contact information
- c. Collect vital signs and resident narrative
- d. Generate and print staff assignments
  - (i) Ability to filter by responsible party, staff member, or task type
- e. Manage activity records
  - (i) Auto-populated resident assessment activity
  - (ii) Print activity records
  - (iii) Add custom activity records
- f. Change presence status
- g. Ability to complete assessment for applicant/resident
  - (i) Create and manage templates for General and Specialized Assessments
  - (ii) Review and modify current care fee charge, including changing the care fee scheme
  - (iii) Progressive and Composite Need selections for General Assessments
  - (iv) Resident specific Need and Task creation for General Assessments
  - (v) Number and Text Responses for Specialized Assessments
  - (vi) Copy existing Needs and Tasks from prior assessment
  - (vii) Update care fee inclusion during assessment
  - (viii) Print assessment summary
  - (ix) Print resident specific reports:
    1. Resident Assessment
    2. Resident Information
    3. Individualized Service Plan
    4. Cost of Care report
    5. Staff Assignment by Month report
  - (x) Assessment approval workflow

1. Modify assessment based on review
2. Finalize assessment
3. Approve assessment

(xi) Delete assessment
(xii) Personalize assessment tasks
(xiii) View assessment history

3.6. Transactions

a. Quick payment posting
b. Proration calculator
c. Bank deposits
d. Ability to restrict transaction codes for use with specific subjournals
e. Ability to edit transaction entry posted to wrong account to correct account
f. Ability to reverse transactions
g. Ability to force daily late charge posting
h. Bulk transactions by transaction code
i. Bulk distribution of transaction amounts
j. Bulk reverse multiple transactions for a single resident
k. Import a file
l. Miscellaneous income handling
m. Manual cash application available
n. Skip handling
o. Transactions, bank deposits, miscellaneous income, and reports by subproperty
p. "Stop" and "Restart" updated care fee charges
q. Accept or Reject updated care fee charges
r. Modify existing care fee charge
s. Stop care fees during a resident absence

3.7. Administration (Leasing & Rents)

a. Change rent amounts (by floor plan or by unit)
b. Manage concessions
c. Bulk letters and notices
d. Customizing letters and notices
e. Protect forms, letters, and notices from being printed by certain users
f. Month-end processing (close and pre-close)
g. Ability to schedule late fee posting, close/pre-close, and scheduled billing as tasks
h. Lease rentable items to non-residents
i. Ability to assign assignable items to non-residents

3.8. Administration (Senior Living)

a. Staff Management

(i) Manage staff, assign to responsible party group and shift
(ii) Manage staff tasks
(iii) Manage staff unit assignment
(iv) Task Completion Documentation
(v) Task Completion Administration

b. Contact management
   (i) Collect contact name and other personal information
   (ii) Ability to search for contacts, business name, or contact group
   (iii) Contact group association
   (iv) Duplicate name tracking

3.9. Corporate Office Level Setup (Leasing & Rents)

a. Establish sister communities
b. Define days for follow-up based on type of activity
c. Select searchable features
d. Edit default name on report headers to be other than PMC name
e. Establish pet weight ranges
f. Establish floor plan groups
g. Manage traffic sources
h. Manage work locations
i. Manage household statuses
j. Manage household income ranges
k. Add activity types
l. Manage amenities
m. Setup to collect preferred language for the household

3.10. Property Level Setup (Leasing & Rents)

a. Property, buildings, and units may all have international addresses
b. Create customizable fields for use within various system areas
c. Create customizable fields with encryption
d. Rents by lease term
e. Deposits by floor plan or by unit
f. Rentable and gross square footage for units with a floor plan may vary
g. Unit designations—for reporting purposes on occupied units
h. Unlimited number of transaction codes
i. Unlimited number of late methods
j. Late methods by dollar or percentage
k. Late methods will now support items billed at various times throughout the month, such as rent on the first of the month and utility billing on the fifteenth; each item may have a different day it is late and a different way of charging late fees
l. Late fees may round to the nearest dollar
m. When charging late fees on any transaction codes, if using a percentage formula you can bill on the open balance of the transaction code or the amount originally charged
n. Set up of interest amounts to be paid on various deposits
o. Set up of rentable items – those that are charged for
p. Set up of assignable items – those that are tracked but not charged for
q. Set up of assignable items – may be set for export, to be assigned by person (either resident or non-resident) and may be set to levels of grouping (may be used for items such as gate access cards)
r. Ability to import assignable items
s. Bulk setup of assignable items

t. Establish property pet policy
u. Assign property floor plans to predetermined floor plan groups
v. Establish blackout days calendar for lease expirations
w. Set up checklists for required and optional tasks for move-ins and move-outs
x. Set up fees associated with applications
y. Set up fees associated with move-ins
z. Set up fees associated with transfers
aa. Set up fees associated with insufficient notice
bb. Set up fees associated with early lease termination
cc. Set up standard fees for after move-out final account statements
dd. Set up standard pet and other deposits
ee. Set up to collect deposit at time of application or at time of move-in
ff. Set up result codes for use on guest cards
gg. Setting for "turn days" (expected number of days to make a unit ready) with the ability to exclude/include Saturdays and/or Sundays in the count of days
hh. Setting for PTE (permission to enter) to default to Yes or No for all new leases
ii. Setting to show MTM (month-to-month) status on Today page lease renewal snapshot
jj. Set up to approve Final account statements (refunds) prior to SDE extraction
kk. Set up to require property level approval before Home office may approve Final account statements (refunds) prior to SDE extraction
ll. Set up to display utility information on summaries and statements
mm. Setup option to disallow entry of negative charges
nn. Setup for Resident retention activities
oo. Setup option for how many days property date may be advanced past system date

3.11. Corporate Office Level Setup (Senior Living)

a. Service group unit assignment
b. Market rent designation by unit
c. Unit occupancy percentage
d. Assessment score display control
e. Allow needs or tasks to be added/edited on a resident-by-resident basis
f. Set up to allow assessments to be reviewed
g. Automatically file resident reports in Document Management
h. Set up medication notes
i. Set up resident activities
j. Set up score determination value
k. Set up new service groups
l. Import care management template (business model)
m. Set up new or edit existing care management templates
n. Set up maximum number of days to begin care fee charge effective date
o. Set up new or future care fee schemes to be applied to care templates
p. Set up additional contact groups and types
q. Set up new or edit existing shift schedules for staff
r. Set up an hourly cost and burden compensation for staff
s. Set up responsible party average and scoring rates

t. Resident management
   (i) Demographics
   (ii) Reasons for move out
   (iii) Personal Health Settings
   (iv) Code Status
u. Task completion documentation
   (i) Document by minutes or time
   (ii) Exceptions
   (iii) Email

3.12. Property Level Setup (Senior Living)

a. Service group unit assignment
b. Market rent designation by unit
c. Apartment occupancy percentage
d. Assessment score display control
e. needs or tasks to be added/edited on a resident-by-resident basis
f. Set up to allow assessments to be reviewed
g. Set up medication notes
h. Set up resident activities
i. Set up score determination value
j. Set up new service groups
k. Set up new or edit existing care management templates
l. Set up maximum number of days to begin care fee charge effective date
m. Set up new or future care fee schemes to be applied to care templates
n. Set up care fee charge
o. Set up care fee charge credit
p. Set up additional contact groups and types
q. Set up new or edit existing responsible party staff
r. Track threshold percentage
s. Apartments – roll-up infrastructure
t. Set up new or edit existing shift schedules for staff
u. Set up an hourly cost and burden compensation for staff
v. Set up responsible party average and scoring rates
w. Staff management
x. Manage staff
y. Manage tasks
z. Staff unit assignment
aa. Resident management
bb. Current living situation
cc. Reasons for move out
dd. Demographics
ee. Daily care fee modification
ff. Occupancy tracking through bed rollup

3.13. Reporting

a. Blank Resident Information Sheet
b. Emergency Contacts
c. Resident Activity by Activity and Resident
d. Resident Birthdays
e. Resident Information
f. Resident Information Detail
g. Resident Note
h. Resident Preferences
i. Senior Living Mailing Labels
j. Senior Living Resident Detail
k. Average Daily Occupancy and Census Report
l. Senior Living Occupancy and Census Report
m. Senior Living Rent Roll
n. Senior Living Resident Billing statement

3.14. State Reports

a. Idaho Resident Assessment Summary
b. Idaho Uniform Assessment Instrument and NSA
c. Kansas Functional Capacity Screening
d. Kansas Resident Roster
e. Maryland Assisted Living Manager's Assessment
f. Maryland Health Care Practitioner's Form
g. Maryland level of Care Scoring Tool (Individual)
h. Maryland level of Care Scoring Tool (Summary)
i. Maryland 45 Day Review
j. Montana Assisted Living Resident Needs Assessment
k. Montana Category of Care report
l. North Carolina Personal Care Physician Authorization and Care Plan
m. North Carolina Resident Register
n. New Hampshire Care Plan
o. New Hampshire Resident Assessment Tool (RAT)
p. New York Daily Census DSS 2900
q. New York Personal Data Sheet DSS 2949
r. New York Chronological Admission Discharge report
s. New York Resident Evaluation 4397a
t. New York Resident Evaluation 4397b
u. Oklahoma Plan of Accommodation
v. Oklahoma Assisted Living Resident Assessment Form
w. PA Resident Assessment Support Plan – RASP
x. UT Resident Assessment
y. VA Uniform Assessment Instrument
z. VA Individualized Service Plan
aa. WA Resident Characteristic Roster
bb. WY Functional Screening for Assisted Living

4. CALIFORNIA CONSUMER PRIVACY ACT OF 2018 ("CCPA") DATA PROCESSING STATEMENT

This CCPA Data Processing Statement applies to "Personal Information" of a "Consumer" as those terms are defined under the CCPA (referred to hereafter as "Personal Data") that RealPage processes in the course of providing services under the Product Center ("Services") governed by the Agreement to Customer.

RealPage understands the terms in this CCPA Data Processing Statement and agrees to comply with them. The terms of this CCPA Data Processing Statement will prevail in connection with the purpose and scope of this CCPA Data Processing Statement over any conflicting terms in the Agreement.

4.1. <u>Customer's Role.</u> The Customer is a for profit entity that determines the purpose and means of processing Personal Data. Customer will provide Personal Data to RealPage solely for the purpose of RealPage performing the Services.

4.2. <u>RealPage's Role.</u> RealPage shall provide the Services and process any Personal Data in accordance with the Agreement. RealPage may not retain, use, or disclose Personal Data for any other purpose other than for providing the Services and in performance of the Agreement.

4.3. <u>Data Processing, Transfers, and Sales.</u> RealPage will process Personal Data only as necessary to perform the Services, and will not, under any circumstances, collect, use, retain, access, share, transfer, or otherwise process Personal Data for any purpose not related to providing such Services. RealPage will refrain from taking any action that would cause any transfers of Personal Data to or from RealPage to qualify as "selling personal information" as that term is defined under the CCPA.

4.4. <u>Sub-Service Providers.</u> Notwithstanding the restrictions in Section 2.3, Customer agrees that RealPage may engage other Service Providers (as defined under the CCPA), to assist in providing the Services to Customer ("Sub-Service Providers"). RealPage carries out appropriate due diligence on each Sub-Service Provider and the arrangement between RealPage and each Sub-Service Provider is governed by a written contract which includes terms substantially equivalent to those set out in this CCPA Data Processing Statement.

4.5. <u>Security.</u> RealPage will use commercially reasonable security procedures that are reasonably designed to maintain an industry-standard level of security, prevent unauthorized access to and/or disclosure of Personal Data.

4.6. <u>Retention.</u> RealPage will retain Personal Data in accordance with Customer instructions, the terms of the Agreement, or any applicable law(s), whichever requirement is controlling under the circumstances. At the termination of this CCPA Data Processing Statement, or upon Customer's written request, RealPage will either destroy or return Personal Data to the Customer, unless legal obligations require storage of the Personal Data.

4.7. <u>Assistance with Consumers' Rights Requests.</u> If RealPage, directly or indirectly, receives a request submitted by a Consumer to exercise a right it has under the CCPA in relation to that Consumer's Personal Data, it will provide a copy of the request to the Customer. The Customer will be responsible for handling and communicating with Consumers in relation to such requests.

4.8. <u>Enforceability.</u> Any provision of this CCPA Data Processing Statement that is prohibited or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invaliding the remaining provisions hereof. The parties will attempt to agree upon a valid and enforceable provision that is a reasonable substitute and shall then incorporate such substitute provision into this CCPA Data Processing Statement.