

Pledge to Our Customers

We choose to deliver great customer service and we will listen when you feel that we've missed the mark.

We expect you to hold us to this pledge.

We will be **proactive** to **anticipate** your needs and **exceed** your expectations.



We need your feedback (positive **and** negative) and promise to always listen.



We will get to know you as an individual and will treat you with respect.



We will earn your trust, and work hard to keep it.



If we do not meet your expectations within 30 days of your move to our community, we will release you from your lease. *

Leaseholder Signature

date

Leaseholder Signature

Leaseholder Signature

Community Representative Signature

** Any issues should be reported to your community staff immediately, and we will do everything in our power to rectify the situation. If for any reason you still choose to leave, written notice will be required and we request that you share an explanation with the Community Manager so we can work to avoid the same situations in the future. This process must be completed, and you must vacate the premise and return your keys before the close of business on the one-month anniversary of your move in date. All final charges will be assessed per standard policy, and your deposit (up to the standard unit amount) will be surrendered. For more information, please contact your community staff.*