



November 07, 2012

Dear Resident,

As a new and valued resident, we wish to welcome you to The Vanderbilt Apartments.

Because we are always striving to improve The Vanderbilt Apartments, we are asking for your cooperation in answering a few questions. We have enclosed a self-addressed stamped envelope for your convenience.

**Why did you select this apartment community? Please describe your leasing experience.**

*i. have had several friends recommend the Vanderbilt based on previous living experiences. They came highly recommended.*

**How knowledgeable and friendly was the leasing team?**

*everyone has been very spianally. Being new to the city; a little more explanation on utilities/bills would be added to the experience but overall; i am pleased w/ my choice.*

**Please describe your experience with our maintenance service, if any.**

*maintenance has been awesome + very responsive (just waiting for the light kit on my ceiling fan)*

**Do you have any suggestions or recommendations?**

We appreciate you taking a minute to write down your comments and returning them in the enclosed envelope.

In the event you would like a personal response, please write your name and apartment number on this survey. Thank you.

Sincerely,

**RICHDALE APARTMENTS**

*Andrew Spaulding*  
Andrew Spaulding  
Resident Relations



November 15, 2012

Dear Resident,

As a new and valued resident, we wish to welcome you to The Biltmore Apartments.

Because we are always striving to improve The Biltmore Apartments, we are asking for your cooperation in answering a few questions. We have enclosed a self-addressed stamped envelope for your convenience.

**Why did you select this apartment community? Please describe your leasing experience.**

Heard they were nice place to live, word of mouth. Very good experience with all of the leasing agents.

**How knowledgeable and friendly was the leasing team?**

Very knowledgeable group. They were always nice and helpful.

**Please describe your experience with our maintenance service, if any.**

I have had 3 and they were handled fast & done right.

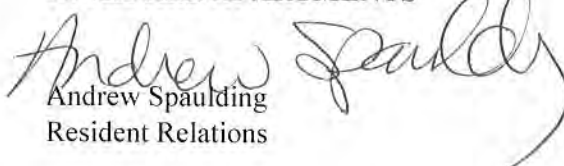
**Do you have any suggestions or recommendations?** No - It is a good system you have set up and the place is nice & clean.

We appreciate you taking a minute to write down your comments and returning them in the enclosed envelope.

In the event you would like a personal response, please write your name and apartment number on this survey. Thank you.

Sincerely,

**RICHDALÉ APARTMENTS**

  
Andrew Spaulding  
Resident Relations



November 28, 2012

Dear Resident,

As a new and valued resident, we wish to welcome you to The Vanderbilt Apartments.

Because we are always striving to improve The Vanderbilt Apartments, we are asking for your cooperation in answering a few questions. We have enclosed a self-addressed stamped envelope for your convenience.

**Why did you select this apartment community? Please describe your leasing experience.**

Liked the area, have had friends live there in the past, pricing

**How knowledgeable and friendly was the leasing team?**

Extremely helpful & accommodating, nothing but great interaction with all staff

**Please describe your experience with our maintenance service, if any.**

Had a flooding toilet my first night there and maintenance was there in 30 minutes, great service!

**Do you have any suggestions or recommendations?**

An option to have rent automatically withdrawn each month from a bank account

We appreciate you taking a minute to write down your comments and returning them in the enclosed envelope.

In the event you would like a personal response, please write your name and apartment number on this survey. Thank you.

Sincerely,

**RICHDALE APARTMENTS**

Andrew Spaulding  
Resident Relations



October 31, 2012

Dear Resident,

As a new and valued resident, we wish to welcome you to The Embassy Apartments.

Because we are always striving to improve The Embassy Apartments, we are asking for your cooperation in answering a few questions. We have enclosed a self-addressed stamped envelope for your convenience.

**Why did you select this apartment community? Please describe your leasing experience.**

I wanted a place w/ large square footage, quiet, w/ washer dryer. The special I got, helped.

**How knowledgeable and friendly was the leasing team?**

Very friendly. Every time I go into the office, they make me feel like they know me personally.

**Please describe your experience with our maintenance service, if any.**

Very prompt. After turning in my check-list, they came right away to fix a few things.

**Do you have any suggestions or recommendations?**

NO

We appreciate you taking a minute to write down your comments and returning them in the enclosed envelope.

In the event you would like a personal response, please write your name and apartment number on this survey. Thank you.

Sincerely,

**RICHDALE APARTMENTS**

Andrew Spaulding  
Resident Relations



October 24, 2012

Dear Resident,

As a new and valued resident, we wish to welcome you to The Embassy Apartments.

Because we are always striving to improve The Embassy Apartments, we are asking for your cooperation in answering a few questions. We have enclosed a self-addressed stamped envelope for your convenience.

**Why did you select this apartment community? Please describe your leasing experience.**

Open floor plan. Newly remodeled. Great experiencing w/ leasing process. Staff was very helpful & patient

**How knowledgeable and friendly was the leasing team?**

The leasing team was very knowledgeable & went above & beyond

**Please describe your experience with our maintenance service, if any.**

Maintenance is quick & thorough

**Do you have any suggestions or recommendations?**


None

We appreciate you taking a minute to write down your comments and returning them in the enclosed envelope.

In the event you would like a personal response, please write your name and apartment number on this survey. Thank you.

Sincerely,

**RICHDALE APARTMENTS**

  
Andrew Spaulding  
Resident Relations



November 21, 2012

Dear Resident,

As a new and valued resident, we wish to welcome you to Claremont Apartments.

Because we are always striving to improve Claremont Apartments, we are asking for your cooperation in answering a few questions. We have enclosed a self-addressed stamped envelope for your convenience.

**Why did you select this apartment community? Please describe your leasing experience.**

CLOSE TO WORK + FRIENDS

**How knowledgeable and friendly was the leasing team?**

VERY

**Please describe your experience with our maintenance service, if any.**

EXCELLENT - SERVICE W/IN 24 hours

**Do you have any suggestions or recommendations?**

We appreciate you taking a minute to write down your comments and returning them in the enclosed envelope.

In the event you would like a personal response, please write your name and apartment number on this survey. Thank you.

Sincerely,

RICHDALE APARTMENTS

Andrew Spaulding  
Andrew Spaulding  
Resident Relations