



May 02, 2012

Dear Resident,

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

Because we are always striving to improve Tanglewood 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.**

*location & appearance*  
*very professional, friendly, informative, helpful*

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

*extremely*

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

*appeared right away - friendly, efficient,*  
*professional*

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

*not at this time*

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, *Andrew Spaulding*

**RICHDALE APARTMENTS**

Andrew Spaulding  
Resident Relations