



August 22, 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.

I have friends who live in Richdale apartments and they have been happy with it. Also, Tanglewood is at a great location in Lincoln. The leasing office was very friendly and knowledgeable.

How knowledgeable and friendly was the leasing team?

Very friendly and knowledgeable. - very welcoming.

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

They were very friendly and quickly addressed my maintenance requests.

Do you have any suggestions or recommendations?

No - it has been great!

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