



thompsonmichie

communities



## Thompson Michie Service Guarantee <sup>SM</sup>

- **One Day Service** - We will complete your service requests within one business day.

For non-emergency service, we guarantee that your service request will be completed within one business day. For example, if you properly log a service request with the office at 3:00 pm, it will be completed by 3:00 pm the next business day. You must give us permission to enter your apartment when you are not present. Occasionally we may need to order parts which may delay the completion of your request. In addition, we may be experiencing an unusual number of service requests due to circumstances beyond our control. We will keep you informed of the process and when the service request should be completed. The important thing is that we have diagnosed the problem and done everything reasonably within our control to fix the problem within one day. It is our goal to serve you as fast as possible. If we fail, we will credit your account with one day's prorated rent.

- **24 Hour Emergency Service** - We are available for emergency service 24 hours a day, 365 days a year.

"Emergency" means severe water leaks or floods, lack of heat or air-conditioning in extreme temperatures, lack of electricity, lack of water, and a clogged toilet in an apartment with only one bathroom. Some emergencies are things that cannot be completely repaired within 24 hours. Our goal is to respond to you and let you know that we are working on the problem. Many times, a temporary solution is required until a problem can be solved during business hours. We do not provide lock-out service. If we fail to respond to your emergency service call, we will credit your account with one day's prorated rent.

- **30 Day Satisfaction Guarantee** - If you are not completely satisfied with your apartment home, you may move out and cancel your lease within the first 30 days of residency with no questions asked.

We are so confident in our service that we offer this Guarantee with no hesitation. You're going to like your apartment at a Thompson Michie Community. If we fail, you are free to move within the first 30 days. In the unlikely event that you exercise this option, the following conditions apply: 1) You must give us a written notice that you intend to move and why you are moving (we won't question the reason) within 30 days of the date you took occupancy. 2) You must vacate the apartment within 2 weeks of the day you provide the notice. 3) You must pay back any concession received. 4) You will be responsible for the daily rent on a pro-rated basis until you completely vacate the apartment, along with any damages left in the apartment. 5) Application fees are non-refundable.

- **Transferability** - You may transfer to any Thompson Michie Community.

You (and your refundable deposit) may relocate to any community managed by Thompson Michie Communities at any time during your lease under the following conditions: 1) You must give a 30 day written notice. 2) You must pay for any damages in your old apartment. 3) You must pay a lease initiation fee (sometimes called a redecoration fee) to the new community. 4) You must sign a new, six month minimum lease with the new community. 5) If you transfer during the term of your lease, you must pay back any concession received at the old community in order to be eligible for any concession at the new community.

- **Five-Day Deposit Refund** - If you inspect your vacated apartment together with us, we will mail your refund within five business days.

It's easy to get your deposit refund quickly at a Thompson Michie Community. Your apartment should be completely empty, clean and free of damages beyond normal wear and tear. Simply make an appointment to inspect your apartment with us when you're ready. The inspection only takes a few minutes. After the inspection, you'll know exactly what to expect for your refund and we'll mail your refundable deposit to you within five business days. If we fail, we'll add \$50 to your refund.

*The Thompson Michie Service Guarantee<sup>SM</sup> is subject to interpretation on a case-by-case basis by Thompson Michie Communities at its sole discretion. None of the above is intended to supersede or replace any part of the rental agreement contract. All persons will be treated fairly and equally without regard to race, color, religion, sex, familial status, disability, or national origin.*