

**THE STAFF OF WILLIAM PENN REALTY GROUP WISHES TO WELCOME YOU
TO YOUR NEW HOME LOCATED AT:
HOLLY GARDEN APARTMENTS 60 WEST WINONA AVENUE APT. # ____
NORWOOD, PA 19078**

DEAR RESIDENT:

ALL RENTAL PAYMENTS MUST BE RECEIVED AT OUR POST OFFICE BOX, NO LATER THAN 5:00 P.M. **ON THE 5TH DAY OF EACH MONTH.** PLEASE ALLOW YOURSELF ADEQUATE MAILING TIME TO INSURE YOUR RENT IS RECEIVED ON TIME OR A **10% LATE FEE WILL BE AUTOMATICALLY ACCESSED TO YOUR ACCOUNT.** WE RECOMMEND MAILING RENTAL PAYMENTS PRIOR TO THE FIRST OF EACH MONTH TO ALLOW FOR ANY MAILING DELAYS WHICH MAY OCCUR. **HOLIDAYS AND WEEKENDS THAT FALL ON THE FIFTH OF THE MONTH WILL NOT BE THE EXCEPTION.**

PLEASE MAKE ALL RENTAL PAYMENTS PAYABLE TO:
AND SENT TO : **HOLLY GARDEN APARTMENTS
P.O. BOX 8185
PHILADELPHIA, PA 19101**

ALL MAINTENENCE REQUESTS AND EMERGENCIES, MUST BE ADDRESSED BY DIALING 461-5926. THIS IS OUR ACCOUNTING AND MAINTENENCE LINE FOR STONEY CREEK'S PROPERTY. FOR ANY OTHER PROBLEMS YOU MAY WISH TO SPEAK TO US ABOUT, OUR PROCEDURE IS TO LEAVE A MESSAGE ON OUR ACCOUNTING LINE # 461-8613, AND TELEPHONE NUMBER WHERE WE MAY REACH YOU. WE WILL RETURN YOUR MESSAGE PROMPTLY. NO RETURN CALLS WILL BE MADE BY OUR MAINTENENCE DEPARTMENT. ALL REQUESTS WILL BE NOTED ON OUR REPAIR ORDER BOOK AND DISPATCHED BY OUR MAINTENENCE SUPERVISOR. EMERGENCIES ARE ALWAYS OUR FIRST PRIORITY, AND WE NEVER MAKE APPOINTMENTS.

PHONE CALLS PLACED TO ANY OTHER OF OUR PHONE NUMBERS, WILL BE REFERRED TO OUR ACCOUNTING LINE. ANY OTHER NIMBERS YOU MAY HAVE, ARE OUR RENTAL LINES, AND ARE TO BE LEFT OPEN FOR SUCH.

ANY CONCERNS, QUESTIONS, OR OTHER MATTERS MUST BE PLACED IN WRITING AND SENT TO:
**W.P.R.G.
P.O. BOX 421
SECANE, PA 19018**

IT IS REQUESTED, BECAUSE WE FOUND THROUGH EXPERIENCE, THAT IT IS BEST TO PUT ALL REQUESTS, COMPLAINTS, AND OR ANYTHING YOU NEED A REPLY TO “ **IN WRITING FOR THE RECORDS**”. **YOU WILL BE SURE TO RECEIVE A PROMPT REPLY.**

WE HOPE YOU ENJOY YOUR STAY AT **THE HOLLY GARDEN APARTMENTS.**

SINCERELY,

**WILLIAM PENN REALTY GROUP
AGENT FOR OWNER**