

**THE STAFF OF WILLIAM PENN REALTY GROUP WISHES TO WELCOME YOU TO YOUR NEW HOME**  
**OAK TREE APARTMENTS**  
**100 OAK AVENUE**  
**GLENOLDEN, PA 19036**

DEAR NEW TENANT:

THE INFORMATION LISTED BELOW WILL INTRODUCE YOU TO A FEW OF OUR POLICIES. PLEASE BECOME FAMILIAR WITH THEM, AS THEY WILL AID YOU IN SOLVING ANY FUTURE DIFFICULTIES YOU MAY EXPERIENCE.

ALL RENTAL PAYMENTS MUST BE RECEIVED AT OUR **POST OFFICE BOX** NO LATER THAN 5 P.M. **ON THE 1<sup>ST</sup> 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 RENTAL ACCOUNT.** HOLIDAYS AND WEEKENDS THAT FALL ON THE 1<sup>ST</sup> OF THE MONTH WILL NOT BE THE EXCEPTION.

PLEASE MAKE ALL RENTAL PAYMENTS PAYABLE TO:  
OAK TREE APARTMENTS  
P.O. BOX 42340  
PHILADELPHIA, PA 19101

ABSOLUTELY NO **POST-DATED CHECKS** WILL BE ACCEPTED. IF YOU CHOOSE TO IGNORE THIS WARNING AND IT IS OVERLOOKED, ANY CHARGES, WHICH INCUR AS A RESULT OF THIS ACTION WILL BE CHARGED TO YOUR ACCOUNT.

**AT NO TIME ARE YOU PERMITTED TO DROP YOUR RENTAL PAYMENT TO THE OFFICE.** ANYONE THAT MAKES THEIR DEPOSIT INTO THE LOCK-BOX, LOCATED OUTSIDE G-BUILDING WILL HAVE THEIR CHECK RETURNED TO THEM. THE ONLY TIME THE LOCK-BOX IS TO BE USED FOR RENTAL PAYMENTS IS WHEN DIRECTED BY THE ACCOUNTING DEPARTMENT TO DO SO. **UNDER NO CIRCUMSTANCES WILL MY STAFF ACCEPT RENTAL PAYMENTS.** THIS OFFICE IS FOR THE RENTAL OF APARTMENTS ONLY AND ITS STAFF IS INSTRUCTED TO REFUSE YOUR PAYMENT.

ALL MAINTENANCE REQUESTS ARE TO BE PLACED TO THE MAINTENANCE OFFICE ONLY. THEIR TELEPHONE NUMBER IS **532-9654.** THIS IS A RECORDING AND YOU ARE INSTRUCTED TO LEAVE YOUR REPAIR ORDERS. **NO RETURN CALLS WILL BE MADE BY OUR MAINTENANCE DEPARTMENT.** ALL REQUESTS WILL BE NOTED IN OUR REPAIR ORDER BOOK AND DISPATCHED BY THE MAINTENANCE SUPERVISOR. EMERGENCIES ARE ALWAYS OUR FIRST PRIORITY, AND **WE NEVER MAKE APPOINTMENTS FOR THIS REASON.** ANY EMERGENCY THAT OCCURS DURING WORKING HOURS (8:30 TO 4:30) MUST BE LEFT ON THEIR ANSWERING MACHINE. CALLS ARE RETRIEVED DAILY DURING THESE HOURS SO THERE IS NO REASON TO REPORT IT ON THE EMERGENCY LINE. **ANY ONE WHO INSISTS ON CALLING THE EMERGENCY LINE DURING THESE WORKING HOURS WILL BE CHARGED \$25.00.** WE ARE BILLED FOR THESE CALLS AND WILL BILL THE TENANT IF THE REQUEST DOES NOT JUSTIFY AN EMERGENCY. IF AFTER THE HOURS OF 4:30 P.M. YOU ARE FACED WITH AN EMERGENCY, YOU MUST CALL THE EMERGENCY NUMBER TO REPORT IT TO THE OPERATOR AND A MEMBER OF THE MAINTENANCE STAFF WILL BE BEEPED TO ASSIST YOU. THE DEFINITION OF AN EMERGENCY IS **ANYTHING THAT CANNOT POSSIBLY WAIT UNTIL THE NEXT DAY.**

ANY QUESTIONS TO DO WITH **ACCOUNTING MUST ONLY** BE PLACED ON THE ACCOUNTING LINE WHICH IS 586-4122. IF THE OFFICE IS BUSY ON OTHER CALLS OR WORK, YOU WILL BE INSTRUCTED TO LEAVE YOUR NAME AND NUMBER WHERE SHE CAN REACH YOU AND ALSO THE NATURE OF THE PROBLEM TO HELP HER ASSIST YOU BETTER. THIS NUMBER IS ALSO OUR FAX LINE SO IT MAY BE BUSY AT TIMES.

ANY QUESTIONS REGARDING YOUR LEASE, ETC. COMPLAINTS, AND/OR ANYTHING ELSE YOU MAY NEED A REPLY TO IS **ALWAYS TO BE PUT IN WRITING.** PLEASE DO NOT CALL MY STAFF MEMBERS WITH PROBLEMS THEY MAY KNOW NOTHING ABOUT. ONCE RECEIVED, YOUR LETTERS WILL BE DIRECTED TO THE PROPER DEPARTMENT FOR A PROMPT REPLY. WE HAVE FOUND THIS PROCEDURE TO WORK MOST EFFICIENTLY AND THE OWNERS PREFER ALL CORRESPONDANCE TO BE HANDLED IN THIS MANNER FOR THE RECORDS. ALL WRITTEN CORRESPONDANCE IS TO BE MAILED TO:

OAK TREE APARTMENTS.  
P.O. BOX 160  
Norwood, PA 19074

AS A NEWCOMER TO **OAK TREE APARTMENTS** YOU WILL HAVE BOXES TO DISPOSE OF. WE ASK THAT YOU FLATEN THEM BEFORE PLACING THEM IN THE DUMPSTERS TO ALLOW THE ROOM NEEDED FOR THE REGULAR TRASH. ALSO NO BULK IS TO BE PLACED IN THE DUMPSTER AREA. IT IS YOUR OWN RESPONSIBILITY TO DISPOSE OF SUCH. BULK PICK-UP IS A COST TO OUR COMPANY, WHICH WILL REFLECT IN YOUR RENTAL INCREASES IF IGNORED. YOUR TRASH PICK-UP DAYS ARE

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I WANT TO WELCOME YOU TO OUR COMMUNITY AND SINCERELY HOPE YOU WILL ENJOY YOUR STAY HERE.

SINCERELY,

**THE STAFF OF WILLIAM PENN REALTY GROUP**  
**AGENT FOR OWNER**