

**WILLIAM PENN REALTY GROUP
AGENT FOR OWNER**

P.O. BOX 421
SECANE, PA 19018

PRESIDENTIAL SQUARE APARTMENTS

DEAR RESIDENT(S):

ALL RENTAL PAYMENTS MUST BE RECEIVED AT OUR POST OFFICE BOX, NO LATER THAN **THE 1ST**. 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 ON THE 26TH OR 27TH 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. IF FOR ANY REASON YOU DROP YOUR RENT OFF AT THE RENTAL OFFICE , YOU MUST ALSO PAY A \$15.00 CASH ADMINISTRATIVE FEE. NO EXCEPTION. IF YOU DO NOT LEAVE THE \$15.00 WITH RENTAL PAYMENT, YOUR CHECK WILL BE SENT BACK TO YOU AND YOU WILL BE CHARGED YOUR FULL LATE FEE.**

PLEASE MAKE ALL RENTAL PAYMENTS PAYABLE TO: **"PRESIDENTIAL SQUARE"**
AND SENT TO :
**PRESIDENTIAL SQUARE APARTMENTS
P.O. BOX 42340
PHILADELPHIA, PA 19101**

ALL MAINTENANCE REQUESTS AND EMERGENCIES MUST BE ADDRESSED BY DIALING OUR MAINTENANCE DEPARTMENT AT (610) 532-9654. ALL REQUESTS WILL BE ENTERED ONTO OUR MAINTENANCE LOGS AND DISPATCHED BY OUR MAINTENANCE SUPERVISOR. EMERGENCIES ARE ALWAYS OUR FIRST PRIORITY. MAINTENANCE REQUEST ARE COMPLETED IN PRIORITY ORDER. AT THE TIME YOU REQUEST MAINTENANCE, YOU ARE AUTHORIZING US TO ENTER YOUR APARTMENT WITHOUT NOTICE. WE DO NOT AT ANYTIME SCHEDULE APPOINTMENTS.

YOU MUST LEAVE A SPECIFIC MESSAGE AS TO THE NATURE OF YOUR REQUEST. FOR ANY OTHER QUESTIONS OR CONCERNS, PLEASE CONTACT OUR ADMINISTRATIVE/ACCOUNTING DEPARTMENT AT (610) 586-4122. YOU MUST LEAVE A MESSAGE AND A TELEPHONE NUMBER WHERE WE MAY REACH YOU AND WE WILL RETURN YOUR CALL IN A TIMELY MANNER. YOUR QUESTIONS AND/OR CONCERNS CANNOT BE ANSWERED BY THE LEASING OFFICE. PLEASE DO NOT CALL (610) 532-3100.

ANY COMPLAINTS, QUESTIONS, OR OTHER MATTERS **MUST BE PLACED IN WRITING AND SENT TO :**
**W.P.R.G.
P.O. BOX 160
NORWOOD, PA 19074**

IT IS REQUESTED, BECAUSE WE FOUND THROUGH EXPERIENCE, THAT IT IS BEST TO SUBMIT 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 PRESIDENTIAL SQUARE APARTMENTS.**

SINCERELY,

WILLIAM PENN REALTY GROUP

**DIANNE ROULEAU
PROPERTY MANAGER**