

**THE STAFF OF WILLIAM PENN REALTY GROUP WISHES TO WELCOME YOU TO YOUR NEW HOME  
LOCATED AT:  
RIDLEY MANOR APARTMENTS  
# 100 MORTON AVE.  
RIDLEY PARK, PA 19078**

DEAR NEW TENANT:

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

PLEASE MAKE ALL RENTAL PAYMENTS PAYABLE TO:  
RIDLEY MANOR APARTMENTS  
APT. # \_\_\_\_\_  
PLEASE DROP OFF AT RIDLEY MANOR OFFICE

**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. WE WILL NOT BE RESPONSIBLE. RENT IS DUE ON THE FIRST OF EACH MONTH AND YOU ARE GIVEN A FIVE DAY GRACE PERIOD. TO WRITE A POST-DATED CHECK IS UNACCEPTABLE TO US AND OUR OWNERS.**

ALL MAINTENANCE REQUESTS ARE TO BE PLACED IN THE MAINTENANCE OFFICE ONLY. THEIR TELEPHONE NUMBER IS **521-2727**. IF THIS IS A RECORDING, 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 FIRST PRIORITY, AND **WE NEVER MAKE APPOINTMENTS FOR THIS REASON.** ANY EMERGENCY THAT OCCURS DURING WORKING HOURS (8:30 - 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. ANYONE 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 HOUR OF 4:30 PM, 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 ONLY** MUST BE PLACED ON THE ACCOUNTING LINE WHICH IS **586-4122**. YOU WILL BE INSTRUCTED TO LEAVE YOUR NAME AND NUMBER WHERE WE CAN REACH YOU AND ALSO THE NATURE OF THE PROBLEM TO HELP US ASSIST YOU BETTER. THIS NUMBER IS ALSO OUR FAX NUMBER, SO IT MAY BE BUSY AT TIMES.

ANY QUESTIONS REGARDING YOUR LEASE, COMPLAINTS, AND/OR ANYTHING ELSE THAT MAY NEED A REPLY IS **ALWAYS TO BE PUT IN WRITING.** PLEASE DO NOT CALL MY STAFF MEMBERS WITH PROBLEMS THEY 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 ANT THE OWNERS PREFER ALL CORRESPONDENCE TO BE HANDLED IN THIS MANNER FOR THE RECORDS. ALL WRITTEN CORRESPONDENCE IS TO BE MAILED TO:

W.P.R.G.  
P.O. BOX 421  
SECANE, PA 19018

AS A NEW-COMER TO RIDLEY MANOR APARTMENTS, YOU WILL HAVE BOXES TO DISPOSE OF. WE ASK THAT YOU FLATTEN 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 INCREASE IF IGNORED. YOUR TRASH PICK-UP DAYS ARE \_\_\_\_\_.

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