

**FORM 7-7 New Resident Welcome Letter**

[ typed on company letterhead ]

[ date ]

Welcome to [ name of property ].

We hope that you will enjoy your new home. To assist you in getting settled, we wish to take this opportunity to explain some of our services and property's policies, procedures, and rules.

MANAGEMENT OFFICE

The management office maintains the following schedule:

**Monday- Friday**      \_\_\_\_\_ A.M. to \_\_\_\_\_ P.M.

**Saturday**              \_\_\_\_\_ A.M. to \_\_\_\_\_ P.M.

**Sunday**                 \_\_\_\_\_ A.M. to \_\_\_\_\_ P.M.

If you have any problems or need any information about your apartment, our neighborhood, local services, etc., please feel free to stop in or call us.

**Resident Manager:** [ name and telephone number ]

**Management Office:** [ telephone number ]

PAYMENT OF RENT

- Rents are due in full on the first day of the month.
- Make rent checks payable to: [ name ].
- Mail checks to: [ name and address ].
- Checks may also be brought in person to the management office.

Your rent becomes delinquent on the 5th day of the month. Payments not received by the \_\_\_\_\_ of the month are subject to a \$\_\_\_\_\_ late charge (plus an additional \$ \_\_\_\_\_ for each subsequent day until the delinquent rent is paid).

MAINTENANCE

You are responsible for the routine upkeep of your apartment. Out of the ordinary maintenance, such as the repair of clogged drains, leaking faucets, or nonoperative heating or air conditioning, will be taken care of by the maintenance staff. To request service, please contact the management office during normal working hours. If an emergency occurs when the office is closed, please call: **Emergency Maintenance:** [ telephone number ]

(continued)

The management is responsible for maintenance and repairs necessitated by normal wear and usage. Repair of damage caused by resident negligence or misuse is the responsibility of the resident. In such cases, the maintenance staff will make the repairs, but the resident will be charged for the cost of labor and materials.

Sincerely,

*[ management company name ]*

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*[ officer's name ]*

*[ tit/e ]*