



June 14, 2010

TO: All incoming residents of Smallwood Plaza, August 2010

FROM: Denise Haggard, Senior Property Manager

Greetings,

This letter is to verify that you are scheduled to move into Smallwood Plaza, August 2010. We are busy preparing for you and are looking forward to your arrival. Moving into Smallwood in August can be a very busy and hectic project to coordinate. This year, we are moving in and out over 1,000 residents during a very short time frame. We have a lot of useful and necessary information to relay to you. Due to volume, we have placed all information that you will need for your move in date on our website for you to review. This will allow you to view information that you will *need* to know on moving in. **Also, you will be able to view and print your loading dock and move in inspection times. These times are very important to know.** Please do this as soon as possible so that you are able to make your necessary travel arrangements to coincide with these times. If you are unsure of your unit number, please refer to the copy of the lease that you should have received at signing. It is imperative that you be prompt for the loading dock and inspection times that have been pre-set for you. If you are not, please be prepared to wait. Your **move in** time (inspection) will simply be fifteen minutes before your loading dock time. Please do not arrive more than fifteen minutes before your loading dock time, as we will have no place to park you. As always, you may call our office if you require personalized assistance.

I want to make you aware that we must receive the total amount due for the apartment's pro-rated August rents at least seven (7) days prior to the move in date. We have posted the amount due for your apartment on our website. This is the amount the apartment must send to move in, not a per person amount. We will be unable to issue keys for move in until the full amount of the pro-rate is paid. If your roommates are not all going to be present for the move in that has been set, please make certain they have still sent their deemed portion of the August pro-rate to Smallwood. If everyone is not going to be present, please contact the office as soon as possible to schedule a time for late arrival so that we may coordinate your arrival and make the inconvenience to you minimal.

If you have opted to take parking at Smallwood Plaza, you will need to pay the balance of your parking of \$650.00 prior to move in. I would suggest you send this with the rental amount for August that will be due. We do not accept credit card payments or cash in our physical office. Credit card payments will need to be made online via our website, at least seven (7) days prior to your arrival date.

Upon arriving to Smallwood please look for our team throughout the property, who will be ready and happy to assist you with moving items into the building. You will notice that each team member will be wearing a light blue shirt that has "V.I.P. CREW" on the back of it. We provide help with moving your items into the building at no cost to you. This is part of the excellent customer service you will find to be a part of living at Smallwood.

Lastly, please refer to SmallwoodPlaza.com frequently as we will be posting updated useful information there over the summer.

We are looking forward to your arrival and appreciate your business. Have a good summer.