




30 DAY MOVE-IN SATISFACTION GUARANTEE




Within the first 30 days of residency, if our residents are not completely satisfied with their apartment home, they may opt out of their lease contract by simply providing Echelon with a written 30 day notice to vacate. It is that simple! The appropriate form can be obtained from the Echelon management leasing office. Written notice must be provided within 30 days of taking possession of the apartment keys. The resident(s) must move out within 30 days from the notice date.



Any security deposit amount will be refunded, less damages as determined upon results of the walk-thru conducted after move out - provided the move out takes place within 30 days from the written notice date. Any refund will be processed in accordance with state requirements.



Resident(s) must pay back any rent, utilities, and concessions for time already occupied through the full 30 day notice time frame. Resident(s) may not apply any rent concessions towards the rent payment obligations. Rent includes the total monthly rent amount in addition to recurring monthly charges such as pet rent, parking rent, storage rent, etc. Echelon will retain the non-refundable move in and application fees as well as the non-refundable pet fee if applicable.



The 30 Day Resident Satisfaction Guarantee will not be honored for the following circumstances: (1) The 30 Day Satisfaction Guarantee has been used to terminate a prior lease at another Echelon community. (2) The resident(s) have transferred from either a previous apartment in the same Echelon Property Group community or from a previous apartment at another Echelon community. (3) The current lease is a renewal of a prior lease with Echelon.

48 HOUR SERVICE REQUEST GUARANTEE



If a routine service request is not completed within 48 hours from when the request was made, your rent credit will begin the day you notify the management office the request was not completed. If you have a second request for the same problem within one week after a repair has been made, your rent credit will begin on the date of the second request. Your rent credit will continue until your guaranteed request has been completed.

Requests made after 4:00 p.m., on weekends and holidays will be considered to have been placed the following business day at 9:00 a.m. If you feel your service request was not completed to your satisfaction, you must notify us in writing within 24 hours of the time the service request should have been completed. Our Service Guarantee is contingent upon our ability to have access to the apartment during normal business hours. Any damage or abuse to the apartment, fixtures, appliances or other equipment will void our Service Guarantee.

Unfortunately, the nature of some non-routine requests makes it virtually impossible to correct all repairs within a 48-hour time period. Such non-routine service requests are excluded from the Service Guarantee and include but are not limited to; roofs, gutters and floor covering replacements or repairs, foundation and structural repairs, siding, cable TV, intrusion alarms, gate and access systems, pest control and other work requiring a third party contractor. Inclement weather, natural disasters or other emergencies that affect large numbers of residents will temporarily suspend our Service Guarantee.

