

Our Pledge to you



At Home Properties, resident satisfaction is our top priority. To show how much WE CARE, we pledge the following:

- You will be treated fairly, honestly, and courteously by a team of caring professionals.
- We will promptly respond to your service requests and will correct any routine service items within 24 hours or on the next business day.
- We will help you feel at home in your community by providing welcome packages to introduce you to area services and social activities to help you get acquainted with your neighbors.
- Your apartment will be prepared to your satisfaction when you move in.
- If you're not satisfied with your new Home Properties apartment for any reason, you may cancel your lease anytime during the first 30 days without penalty.
- You may transfer to another available apartment in your community, or any other Home Properties community, at any time with a new 12-month lease. A transfer fee will apply.
- If you lose your job, experience a job transfer to a location more than 30 miles from your apartment, or find it necessary to move due to health reasons, you may cancel your lease by giving a 60-day written notice and signing a release agreement. A turnover fee will apply if you have been a resident for less than one year.

If we fail to live up to our Pledge to your complete satisfaction, please let us know and we will refund your rent for a day.



HOME PROPERTIES®
Where Courtesy & Comfort Count

850 Clinton Square, Rochester, NY 14604
585-546-4900
www.homeproperties.com

