



## 24 HOUR MAINTENANCE GUARANTEE

Panther Properties Management is committed to excellent customer service. Our promise that your home will be enjoyable and worry free is demonstrated every day by this 24-Hour Maintenance Response Guarantee.

### HERE IS HOW THE PROGRAM WORKS:

We guarantee a response to a maintenance request within 24 hours after a service request is received. If we do not respond within this time, you will receive a credit on your next month's rent for each day, or portion of a day, which exceeds the 24-hour response guarantee period. This is our promise to each and every resident of this Panther Properties community. This guarantee applies to all routine interior repair items. Exceptions are cosmetic finishes, damage caused by residents, fire or weather related damage, unusual or unforeseen structural items such as settling buildings, water leaks, plumbing repairs or roof repairs, pest control, maintenance needs that require warranty work, and work requiring unusual or difficult to obtain parts. Service Requests must be submitted to the Leasing Office and are considered "received" when the office actually receives the request, not when the request is submitted. On weekends, only emergency service requests are included in the guarantee.

### WE CARE

Panther Properties is dedicated to taking care of our residents. We believe that our residents are the most important part of our business. Providing top quality, responsive service to our residents is a commitment of the highest importance to each and every Panther associate. At Panther Properties, we do our best to make your home everything you hope it will be. Everyone on the Panther team has the power to ensure your satisfaction. We know you have a choice in where you live and it's important to us that you feel great about your decision. We are pleased to be of service to our residents.

