

## MODEL LETTER

### Welcome New Residents with Orientation Letter

Here's a Model Letter that you can adapt and send to residents after lease signing. It reminds them of their main responsibilities under the lease and house rules, and sets a positive tone at the start of their tenancy.

July 1, 2010

Dear Stevens Family:

Welcome to XYZ Apartments! We are pleased to have you here and want to do everything we can to make XYZ Apartments a safe, happy, and comfortable home for you.

Your responsibilities and ours are spelled out in the lease and house rules we have given you. If you have not read them yet, please do so right away. If you misplace these documents or have any questions about them at any time, please call us at 111-555-0000. Your responsibilities include:

- ◆ Paying your rent on time;
- ◆ Keeping your unit clean, tidy, and in the same general condition it was in at move-in;
- ◆ Meeting with us each year for recertification;
- ◆ Not disturbing other households, such as with loud noises; and
- ◆ Not adding any pet to your household without our permission.

We expect to have a long and positive relationship with you, and we believe that keeping open lines of communication will help us both. You can help us serve you better by calling us right away if you discover a maintenance problem in your unit or spot one anywhere at the site. Let us know if you notice that any lock or other security feature at the site has been tampered with or broken.

Also, please let us know immediately if your situation changes in any way that might affect your eligibility for assistance. So that we all can avoid getting in hot water with HUD, we need to know about changes in your household membership or income. Also, if you become disabled and need us to make an accommodation to more easily use and enjoy our site, please tell us.

Any problem you are having at XYZ Apartments is our problem too, and we want to know about it as soon as possible. If we do not know about a problem and you violate a house rule because of that, everyone suffers.

We look forward to getting to know you!

Yours truly,  
Jane Smith, Manager, XYZ Apartments