

Leinbach's Money Back Guarantee Guidelines

These guidelines are designed to help you, as a resident, better understand the Money Back Guarantee.

1. Maintenance Service Policy. If at any time we fail to satisfy any routine maintenance request within 48 hours (2 working days), we will credit you one day's rent for each day the problem remains unsolved.

Residents must notify management if the work is not completed satisfactorily. Should this result in a second maintenance request, the rent credit will begin on the date of that second request.

Leinbach strives to complete all routine service requests within 48 hours. Unfortunately, some non-routine requests will take more than 48 hours due to the need for sub-contractor or supplier involvement.

Examples of routine requests include the following:

Kitchen Appliance Repairs	Plumbing Repairs
Heating and Air Conditioning System Repairs	Electrical Repairs
Water Heater Repairs	Door Lock Repairs

Examples of non-routine requests include but are not limited to the following:

Roofing/Sheathing Repairs	Foundation or Structural Repairs
Floor Covering Repairs	Wall-Covering Repairs
Paint Repairs	Utility Repairs
Cable TV Repairs	Repairs requiring non-stock parts/supplies
Insulation Repairs	
Siding Repairs	

Leinbach's Money Back Guarantee covers all routine requests called in Monday through Friday. Calls after 3:00 pm on Friday or weekend calls will be considered to have been placed Monday morning at 8:00 am. Weekday calls after 3:00 pm will be considered to have been placed the following morning at 8:00 am.

2. 30 Day Refund Policy. If you, as a new Leinbach resident of a Leinbach Apartment Community, are not completely satisfied with our management, maintenance, landscape, or the quality of our construction, then all you have to do is tell us in writing within 30 days of your move-in and we will refund your application fee plus your deposit, less any damages, if you move out within 30 days of your written notice to us.

The Resident must go to the Leasing Office and complete a Leinbach Money Back Guarantee Notice to Vacate. Any other written notice will not qualify. Written notice must be given within 30 days of move-in and the resident must move-out within 30 days of written notice.

The Property will refund both the application fee and security deposit less any damages to the apartment. The resident will be responsible for their rent through the date of move-out.

For full details concerning the Leinbach Guarantee, see your Leinbach Apartment Leasing Consultant.

Leinbach Company