



HICKORY HILLS
EAST
A Raleigh Management Community

January 3, 2011

Happy New Year HHE Residents...2011 is going to be a FANTASTIC year !

Our 2011 resolution-To Exceed Your Expectations.

We will continue to work very hard to provide exceptional customer service to each and every one of our valued residents, so that you are 100% satisfied.

A number of improvements are in the works. Some take a little longer to implement and we appreciate your patience. The following is an update on current projects and an overview of our 2011 plan.

Compactor Operational !

In our ongoing efforts to be more efficient and green in trash collections-we have made the transition from dumpster service to compactor service. We continue to offer the front door trash pick up. For those that need to discard trash after hours or on weekends, please use the compactor located in the culdesac. Access the platform, pull down the door, and drop in the bagged trash. Please do not toss bags top of the compactor or leave them in them in the dumpster enclosures. The dumpster areas will soon be repurposed to other uses. Ideas include, bike stations, reserved parking, car vacuum station and picnic/grill areas.

Curbside Collectors, LLC

We continue to hear great feedback from residents about the front door trash pick up service:

Jen says... 'love the convenience-my friends at ('nameless' apts) wish they had this service'.

Mrs. R says... 'my husband never complains about taking the trash out now'.

Dave says... 'no more dumpster dashes when I'm running late for work-I just put the bag on the curb and go'.

Most of you have made the transition to the barcode stickers provided by our new trash partner Curbside Collectors, LLC. Remember, bags must have a barcode sticker or they will not be picked up. To purchase additional stickers, visit the rental office and we will get them ordered online for you.

You asked and we listened! Other Curbside Collector services being developed:

Recycling- Go greener!

Large Item Disposal (furniture/computers).

Details will be posted when these services are available.

Parking Lot Repairs

Now that the erosion areas have been addressed and the dumpsters have been removed-eliminating the heavy truck traffic, we will direct our efforts to the parking lot repairs.

This will take a few weeks to complete and we will be posting a schedule at the office and on this channel.

We ask for your cooperation in moving automobiles and avoiding areas being cut out or freshly poured concrete-they will be marked with tape. You may have to park along Iverson Drive for a few days and walk to your town home while the repairs are being completed. If you plan on being out of town, please let the rental office know and we will advise where you should park your car while you are away.

Rent Now Own Later (RNOL)-ending soon!

If you have been renting for a number of years, it's time you consider using those accumulated RNOL credits (details on next page).

If you want the benefits of ownership without the worry of grass cutting, snow removal, gutter cleaning, exterior maintenance, etc., then a condo living may be perfect for you. Contact the rental office for your RNOL credit certificate and to schedule an appointment to tour a condo

Many Thanks-

Thank You for calling Hickory Hills East your home.

Thank You for paying your rent on time.

Thank You for picking up after your pet.

Thank You for reporting service items promptly.

Thank You for referring friends-they make the best neighbors!