

September 7, 2005

Dear Residents,

I wanted to make sure all of you are aware of some issues/concerns that have been brought to the office and take the time to address them to you.

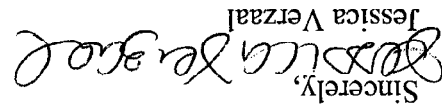
First of all, there have been some bad rumors going throughout the community about our gates. I want to make sure everyone understands that our gates are here to help control the flow of traffic and NOT to provide security. With that being said, when the gates are broken, hit by a resident's vehicle, we have to follow policy and procedure. Procedure is to file a claim with our insurance company and have them get in touch with the people who did the damage or their insurance company. The particular residents that damaged our gate, beyond repair, just recently filed a claim with their insurance company who is now doing they're investigating. As of today, we are just waiting to hear what the results of their investigation were to see if they are going to pay for the damage.

As far as the east gate, when I returned to Stonybrook on Friday, August 26, 2005 to access damages from Hurricane Katrina, I saw that the gate had been smashed. I called our gate company and got an estimate, then forwarded it to my regional manager for approval. I spoke with our gate company yesterday, 9/6/05, and they said they would be out to fix it by today.

Secondly, we now have a tow truck company that will be towing any and all vehicles that are left abandoned, inoperable, not properly tagged or have no registration. Vehicles will be tagged first and will be given a 24-hour warning to either remove the vehicle from the premises or contact the office. We will also be installing "No Parking" signs throughout the community along some of the curbs to help prevent any accidents and/or sprinkler head damage.

Third, I have sent out several letters asking those of you that have storage closets to come contact the office and let us know which ones you are renting and I have had very little response. I am giving you until Friday, September 9, 2005 at 10am to let us know which ones you are renting from us. If we are not notified, we will be breaking the locks to find out if any are vacant, and if they are not, we will be changing the lock. You can come to the office to pick up a new key by the close of the business day on Friday. Finally, we have been receiving a tremendous amount of complaints regarding residents not able to pick up after their dogs. This is a major concern, one that we have addressed several times. If you have a pet, you MUST pick up after him/her. If it is brought to our attention that certain residents are not doing so, you will be in violation of your lease and will be responsible for the consequences.

Again, I appreciate any and all concerns or questions regarding our community, but please remember that I can only address those of you that give me your name and apartment number. Thank you all for helping make/keep Stonybrook a wonderful place to live.

Sincerely,

Jessica Verzaal

Property Manager
Stonybrook Apartments