

To Ms. Murr:

My name is Kimberly, and on Saturday November 26th my boyfriend and I placed a hold on an apartment. During the showing of the studio apartment, we were told that an e-mail from my boyfriend's parents including the amount of money they supply him monthly would suffice as his income. This morning, the 28th, I came into the office to turn in my pay stubs and to get the verification process started. I was then informed that the e-mail from [my boyfriend's] parents would not be sufficient. I would really like to thank you, Michelle, for being so patient in helping me figure out this problem and for being so professional and nice, even through my bout of panic. I have NEVER had someone so helpful and understanding work in the office of any of my past apartments. I've heard nothing but great reviews about the office staff at Pietra, and today really proved how wonderful you all are. I am very grateful for your help, and cannot wait to sign a lease with Pietra!

Thanks again,

Kimberly