



# Highland House Notes

Operated & Managed by  
Highland Apartments LLC

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## Summary of Building Progress for 2009!

2009 was the year of projects! We completed the facelift of the front and both sides of the building. The garage has been fully rehabilitated with a new roof, piers repaired, and we have painted the interior. We have sealed and restriped the driveway, had an elevator recabled, trees trimmed & even perennials have been seeded!

### 2010 SCHEDULE OF PROJECTS

Our first priority when spring breaks, and the temperature cooperates will be the complete rehabilitation of the back units. Each balcony will

### REFER- A- FRIEND PROGRAM-RESULTS FOR 2009

We have given away over \$10,000 this year in rent referrals to existing tenants. The program has worked so well that we are pleased to say we have a 100% occupancy rate! Remember, refer a friend to HH that culminates into a signed lease, and you will earn a free month's rent!

be power washed, caulked, and restrained from ceiling to floor. The lobby & 5th floor carpeting will be replaced.

### HELP CONSERVE

Some of our largest expenses in operating our building is heat & water (both hot & cold) You can help us contain costs by being cognizant of your usage. Please help us conserve.

### Need Cleaning Services?

Contact the office. Felix and Louie are available after their regular hours for any projects big or small that you need assistance with. Felix's company, La Esperanza, is insured and your satisfaction is their priority!

### SUGGESTIONS?

We are constantly working to make HH the best community living in Worcester. Please, if there is something you would like to suggest, let us know. If is within our power, we will consider any and all suggestions for implementation.



### Need a ride to the airport ?

John Radin, a resident on the third floor, will make runs to Logan, Bradley or Manchester Airports, or wherever. A good alternative. Call Jon's cell-508-450-5033 to discuss your needs .

### Notary Services for tenants:

Gerry is a notary public. If you need anything notarized, give Gerry a ring in the office to arrange a time. The service is complementary.

### Looking for an insurance agent?

We are so impressed with Sue Manero, of Manero Insurance we have to crow about the caring and personalized service she provides us at Highland House. Call her at 508-757-4145 or e mail her at [srmanero@msn.com](mailto:srmanero@msn.com)

### GARAGE CONDENSATION

Many residents have checked in telling us that the garage roof is leaking. On days when there are wide swings in temperature from cold to warm condensation forms on the cross supports of the garage roof making it seem like there is leaking into the garage. We have inspected the situation, and seen the phenomenon first hand.