

Satisfaction Guarantee

We are so sure you are going to love living at your PPM community – we Guarantee it!

Within the first 30 days of residency, if our residents are not completely satisfied with their apartment home, they may opt out of their lease contract by simply providing PPM with a written 30-day notice to vacate. It is that simple!

The appropriate form can be obtained from the PPM Management leasing office. Written notice must be provided within 30 days of taking possession of the apartment keys. The resident(s) must move out within 30 days from the notice date.

Any security deposit amount will be refunded, less damages as determined upon results of the walk-thru conducted after moving out - provided the move out takes place within 30 days from the written notice date. Any refund will be processed in accordance with state requirements.

Resident(s) must pay back any rent, utilities, and concessions for time already occupied through the full 30-day notice time frame. Resident(s) may not apply any rent concessions towards the rent payment obligations. Rent includes the total monthly rent amount in addition to recurring monthly charges such as pet rent, parking rent, storage rent, etc. PPM will retain the non-refundable move in and application fees as well as the non-refundable pet fee.

The 30-Day Resident Satisfaction Guarantee will not be honored for the following circumstances: (1) The 30-Day Satisfaction Guarantee has been used to terminate a prior lease at another PPM community. (2) The resident(s) have transferred from either a previous apartment in the same community or from a previous apartment at another PPM community. (3) The current lease is a renewal of a prior lease with PPM.