



WELCOME TO YOUR NEW HOME

Welcome! We hope you enjoy your time as a resident with us. Below is some general information on Exitos Senior Housing Program, maintenance requests and rent collections.

Please put this letter in a safe place so that you can reference it for future use.

Office Information:

4117 N 17th Street
Phoenix, AZ 85016

Trilese DiLeo, Executive Director
Cell[®]: 602-918-1652
Fax: 602-325-4008

Maintenance

For Maintenance Requests, please contact your Trilese DiLeo directly. If you reach a voicemail, please leave your name, address, exact problem your experiencing and, most importantly, a phone number that you can be reached at.

You can also place a Maintenance Request via email on our website at www.exitocdc.org and click on the tenant login

Should you experience an emergency (burst pipe, etc) immediately contact the appropriate first responders and call Trilese DiLeo.

Rent

Any questions regarding your rent amount should be directed to your Trilese DiLeo.

Please make sure your payments out to *Segundo Paso* and include your new address in the memo section, so we can credit your account correctly.

You may also set up auto withdrawal on our website at www.exitocdc.org and click on the tenant login

If you moved into your new residence mid-month, please consult make sure you verify your next month's prorated rent amount.

We take timely payments seriously. If rent is paid late, a late fee can be assessed and included with your payment.

Housing Issues

We are very serious about the overall well-being of each of our residents. If you are experiencing an issue in your home, please contact Trilese DiLeo, so that a resolution can be reached in a timely manner. *(All concerns are private and will not be discussed or disclosed without your approval)*

Thank you for calling Exitito Home. We look forward to a long lasting relationship with you.