

M____ Y____
5__ Pike St. #____
Bowling Green, OH 43403
(419) 353-xxxx
February 5, 2004

Manager
Greenbriar, Inc.
445 East Wooster St.
Bowling Green, OH 43402

To Whom It May Concern,

I am writing to express my disappointment in the misleading information of proper bedroom qualifications provided by your company and hoping that you can bring a satisfactory explanation to the problem I have experienced.

During fall semester of 2002, I began my search for apartments for this year's school term, 2003-2004. At the time of my search I was renting from Newlove, a realtor also in town. I had a wonderful and positive experience renting from Mr. Newlove, but decided I needed to rent from an establishment closer to campus. After talking with several individuals who had rented through your place of business, the general consensus I received was positive and I took a chance and signed a lease from your establishment. Upon signing a lease with you, I picked up a brochure from your office listing all the apartments available for 2003-2004 leases. I was in the market looking for a three-bedroom apartment. I then went to 5__ Pike Street apartment complex #__ and talked with its then current occupants. I stopped by the apartment three times to be sure that I wanted to sign a lease. Each time the tenants were happy to show me around the apartment. Pleased with what I saw, my two roommates and I signed a lease.

It wasn't until August 19, 2003 that I moved into the apartment only to find out that the one "bedroom" did not have a window. This became a huge inconvenience for me during hot summer/fall weather conditions. With the apartment having no air conditioning and no sufficient ventilation I found it to not be the "three" bedroom apartment you advertised for. Not only is it inhumane to live in a windowless room, if ever a fire should occur I would have no outlet for safety. It also violates code 405.12 of the Wood County Health, Safety, and Sanitation Regulations for Structures and Vacant Lots. I have included this document within the letter for further reviewing.

Upon my several times of visiting the apartment before signing the lease with you, the windowless room (the middle room) was never shown to me by the then current renters. That is, in fact, the reason why I went back so many times to see the apartment. However, each time someone was sleeping in the room and/or they busy with their door shut. The apartment should have been noted that there was a windowless bedroom, or shouldn't have been advertised as a three bedroom apartment.

As noted before, I realize Greenbriar's reputation in town as a good service provider and I hope to hear a response to this situation.

M____ M. Y____