



WHEN YOU LIVE AT A MILL CREEK COMMUNITY, IT'S PEACE OF MIND. ALL THE TIME.

At Mill Creek, we've set a new standard for apartment living with homes that deliver a prime location, gorgeous design, and spectacular amenities – all backed by our make-your-life-easier Peace of Mind Guarantees. It's how apartment living should be. After all, this is your home. And we want you to be happy.

EASY COME, EASY GO GUARANTEE.

As a national apartment brand, we know a thing or two about moving. With our Easy Come, Easy Go Guarantee, we take care of all the details so your move-in (or move-out, if you must go) is stress- and surprise-free.

- We'll confirm all the details. Before your move, we'll provide you with information regarding your move-in, your rent, and any fees and deposits.
- We'll personally ensure your apartment is move-in ready. Even before you move in, we'll make sure that it's spotless and ready for you.
- We'll follow up after you settle in. After you move in, we'll check in to make sure that you're 100% happy in your new space.
- And when you need to move. Our Express Move-Out makes moving a breeze. We'll schedule a pre-move-out inspection and walk you through the final details before your last day with us.



100% HAPPY IN YOUR SPACE GUARANTEE.

If you're not 100% happy in your new apartment home – and we're not able to make things right – you can move out within the first 30 days of your lease without penalty, no questions asked.

- We'll follow up after you move in. After you've had a few days to settle in and kick the tires, we'll follow-up to ensure that you're 100% happy in your space.
- We'll fix anything that needs fixing – or find someone who can. Our team is well-trained to work together to ensure everything is in perfect working order.
- Still not loving your space? We'll help you find another apartment home at our community or help you transfer to a sister community in the area. If those are still not great options for you, we'll waive any fees associated with ending your lease early so you can move to a new place within the first 30 days of your lease.*



THE CURVE BALL GUARANTEE.

In this crazy thing we call life, good and not-so-good things happen. When life throws you a curve ball, we've got you covered. If you lose your job or need to care for a family member, you can move out early.

- If you need to move out due to job loss or to take care of a family member, we've got your back. You can move without penalty so you can focus on what's most important: you and your family.
- Let us know your situation. We'll work with you to determine a move-out date, waive any lease-break fees, and walk you through the final details.
- And when it's time to move. Our Express Move-Out makes moving out a breeze.



THE CUSTOMER-FIRST GUARANTEE.

We attract great people with customer service in their DNA and then empower them with the tools to deliver great service. We're so confident in our team's ability to deliver, we guarantee it.

- You have our ear. We promise to listen to you and treat you with consistent, friendly, and courteous service to ensure you're informed and confident.
- Find your happy space. We maintain a healthy and positive work environment because we know happy people create good energy (and deliver great customer service!).
- We're here for you. We're available when and where it works for you: in person, or via phone, email, or text.

