

Sent at about 11:30 am on Wednesday, August 21, 2019:

We have an important update regarding your move in time.

At this time, Hub on Campus has passed all state required inspections for move in. The installation of the furniture went as planned this morning and has been completed. The city wanted to ensure all trash from the final morning furniture install was removed prior to occupancy.

This task is in the process of being completed and will take some additional time beyond the originally planned 10:30 am move in time.

We expect the green light from the City today by 1 pm. We will continue to update you as more details become available.

We know the inconvenience this has caused and we want to be sure that we are starting our year together on a good note. For this reason, we want you to get lunch on the Hub on Campus. Please follow the below steps to ensure that you are appropriately reimbursed for your and your family's meal.

1. Take a photo of the receipt
 - o Please ensure the time and date are visible if possible.
2. Email the photo to TravisH@HubonCampus.com
3. A credit will be posted to your account for the total amount.

Again, we apologize for any inconvenience this has caused and our staff is committed to making this the best move in experience for all of our residents.

Thank you for your flexibility and understanding.

Sincerely,

Travis Hotz
Property Manager
Hub East Lansing

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Sent at about 12:30 pm on Wednesday, August 21, 2019:

Thank you for choosing Hub on Campus East Lansing as your home while you are attending Michigan State University this coming year. We are committed to providing you with quality accommodations and the highest level of customer service. That commitment begins with being 100% honest and transparent.

We have important news to share with you.

Moments ago, we received word from our furniture delivery supplier that they would need to reschedule a delivery intended for arrival late this evening and now arriving tomorrow morning. Unfortunately, the delivery is scheduled from 8 am-10 am, the same time some future residents were originally scheduled to move-in.

In order to systematically and efficiently move the furniture delivery process along, we will need full use of the elevators during this time. Therefore, we will need to delay all move-ins that were scheduled or anticipated prior to 10:30 am.

If you were originally scheduled for the 8am to 10:30 am time slot, your time has been rescheduled to 10:30 am to 1 pm. There will be no move-ins allowed prior to this time.

If you were originally scheduled to move in for any of the time slots after 10:30 am, your move-in time will not change.

To help make up for this last-minute inconvenience, we have hired additional teams of movers to help expedite your move-in process and hopefully prevent you from having to make multiple trips.

We sincerely apologize for any last-minute inconvenience this may have caused but look forward to welcoming you to your new home beginning at 10:30 am.

If you have any questions, please do not hesitate to contact me directly at Travish@HubOnCampus.com.

Sincerely,

Travis Hotz
Property Manager
Hub East Lansing