



Time Well Spent™

January 30, 2009

To Property Managers and Owners:

MKN Cleaning has been working at my property for a little over a year now and I must say, the difference between them and the previous contractors is immense! Prior to their arrival the property was never properly cleaned and Fields only received a portion of what they paid for. We were supposed to have a staff of 3 on weekdays and 2 on weekends all working 8 hour shifts and on numerous occasions I would spot check their work. All too often I would find one or even two employees would be missing and the work was therefore half done. Since MKN started, the community looks so much better and the residents are constantly complimenting the changes they have seen. This makes my life managing the property a lot easier and its no surprise that our customer service and satisfaction scores have also risen considerably! (Renewals are higher as well!)

Mohamed and Mike are very nice and always listen to what I need and change out employees as necessary. They are constantly checking the property themselves and often check in with my assistant and I to see if everything is up to par. I think highly of MKN and the service levels they bring to Avalon Fields! Feel free to give me a call at 301-335-6205 if you would like to speak in more detail about MKN!

Sincerely,

James Sprague, Jr.
Community Manager

Avalon Fields

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