



Anthony J. Caton, CFM  
Facilities Manager

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Patricia K. Hogan  
Property Manager  
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Richmond, VA 23226

Patricia,

I wanted to take a moment to recognize the outstanding work that UBM did with cleaning our carpets over the Memorial Holiday weekend. Both my General Manager and I agreed that they had done a fantastic job at not only getting the carpets cleaned, but also keeping on schedule. In addition, there was not a single report of any disruption during the process, and we were very appreciative of that.

I'd also like to recognize the excellent work that our Day Porters Sunni and Laticia are doing. I have not had a single complaint with regard to our janitorial services since they came on board. As a JD Power award-winning customer service organization, you can imagine the high expectations our employees have with regard to their own service providers. Creating a positive work environment for them is an important priority for me, and it is certainly made much easier when service partners like yourselves and UBM can deliver.

Lastly, I have to mention what a great job Lee is doing for us. He is incredibly responsive and always keeps us informed. Again, all these things help to make my day go a little smoother, and it is much appreciated. Please pass my thanks along to everyone for their continued support and hard work.

Best Regards,

Tony Caton