

BECAUSE HOME IS A LOT MORE THAN WHERE YOU HANG YOUR HAT.

QUALITY AND VALUE. DELIVERED.

At Merit Service Solutions, we understand the need to deliver quality and maintain the value of your properties. That's exactly why we're here. We work with you in developing beautification plans not only to help increase the value of your property, but to improve the quality of life in your communities. Because it's about more than just cleanliness and appearance. It's about building a future.

YOUR LIFE JUST GOT EASIER.

We know you're stretched thin. And with numerous residents to keep happy, quality control and responsiveness are going to be a top priority. Merit Service Solutions partners with you, assigning you a detail-oriented account manager—a single point of contact—who understands your needs and is dedicated to making your life easier.

It all starts with a plan. Our account managers specialize in working with you to develop multi-year exterior maintenance budgets, control costs, develop long-term beautification plans and improve the quality of life within the community. These programs are tailored to meet the individual needs and interests of each community. And with routine site inspections and proactive communication, we're giving you the tools to satisfy all your residents.

COMMUNICATION MAKES A PERFECT PARTNERSHIP.

Successful relationships start with great communication. Merit's account managers are trained on residential properties. We understand the process, the budgeting and the standards for quality and responsiveness. We're right there with you.

A partnership with Merit means you receive continual communication and inspections from your dedicated account manager. The communication process carries through to the property level. You'll also have an on-site contact to communicate your immediate needs. No more cold shoulder. No more waiting to talk to the manager. Our crew supervisors are there for you. They understand the business process and scope of work and can make decisions on the fly, if necessary. Because life is constantly changing, we're here communicating with you the entire way, so nothing falls through the cracks.

YOUR REPUTATION'S AT STAKE.

CALL US AT 800-644-6035 TO REQUEST A PROPOSAL TODAY
OR VISIT MERITSERVICESOLUTIONS.COM/COMMUNITIES

WHAT'S IN IT FOR YOU?

- ▶ Brand preservation and control over the community environment
- ▶ Improved visibility and control over exterior maintenance spending
- ▶ Cost efficiencies and budgetary security
- ▶ Streamlined operations and increased focus on core competencies





WHAT MAKES A MERIT SERVICE SOLUTION?

UNCOMPROMISING QUALITY.

With Merit you can expect more from your exterior maintenance partner: the highest levels of service with the resources, labor and experience to maintain all aspects of your exterior maintenance program safely and beautifully.

Sure, it comes from having the right equipment and materials, but it also comes from having the right attitude, commitment, and dedication. We are here to help make your life easier. We never forget that. That's why we take a holistic, asset-owner approach to maintaining your properties. Continuous quality control. Our account managers are walking the properties regularly with your designated representatives, increasing our knowledge of your properties' particular needs and nuances. So we can keep you up-to-date to tackle the small issues before they become big problems.

REAL PASSION — THE KIND THAT ONLY COMES FROM REAL PEOPLE.

We've spent over 35 years cultivating our reputation. We know how difficult they are to build, and how quickly they can be destroyed. That's why we offer reliable services by real people who not only understand and respond to your needs, but who care about them too. Merit takes the typical 24/7 customer service approach and injects it with nitrogen, giving you individualized account management designed with the whole of your property in mind. And our friendly, uniformed crews are continually seeking ways to improve. We're continually training and staying up to date with new technology, so we can, in turn, share our knowledge and passion with you.

PERFORMANCE-DRIVEN PROCESSES.

Merit's holistic approach to exterior maintenance means we're your single source for all your property needs. It's a very intimate process, one that starts with proactive planning and constant communication and continues with you having one, reliable and responsive source for all your exterior maintenance needs. Each of our crew supervisors has an average of 12+ years in the business. We're taking this human capital, this subject matter expertise, and honing it, perfecting it every day to apply best practices to your properties. Then, we measure performance through physical site inspections, trend analyses and by routinely monitoring your properties. So, we're always growing and evolving with you. After all, reputations are at stake here.

LEADING-EDGE TECHNOLOGY.

Beauty doesn't happen overnight. And it certainly doesn't just happen on sunny summer afternoons. For all those companies that consider snow removal only as an afterthought, Merit offers a year-round solution. We have the weather predictability and tracking capabilities of WeatherWorks on our side before during and after the storm. This advanced technology ties in directly to Merit's system for improved trend analysis and preparation, rapid response and deployment, real-time service monitoring and clearly defined reporting.

Aside from our proactive, business continuity approach to winter, all year long, we take into account all the systemic costs involved in your total program and flat line your budget, so what was once an invisible cost hitting your P&L is now a predictable, manageable cost center that will realize efficiencies in flexible bundled service programs for the long haul. Because it's not just about cost savings. It's about budgetary security.

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MERIT SERVICE SOLUTIONS

AT A GLANCE

SNOW

- ▶ Snow & Ice Management
- ▶ Hauling

LAND

- ▶ Full Service Landscape Maintenance
- ▶ Irrigation Installation & Service
- ▶ Landscape Design & Installation

LOT

- ▶ Parking Lot Sweeping & Porter Service
- ▶ Seal Coating & Line Striping
- ▶ Concrete & Asphalt Repair
- ▶ Pressure Washing

ENHANCEMENTS

- ▶ Concrete, Asphalt & Masonry
- ▶ Capital Improvements
- ▶ On-Demand Services