



THE RESERVE AT THE KNOLLS  
3816 NORTH 109<sup>TH</sup> PLAZA/OMAHA, NE 68164  
P: 402.493.1491  
F: 402.493.1491

July 29<sup>th</sup>, 2014

To Whom It May Concern,

This letter is regarding the exceptional service I have received over the last 14 months thanks to Pest Solutions 365. Our property choose to make the switch to PS365 after utilizing four different vendors for pest control related matters over the course of 2.5 years and never finding one that could troubleshoot or resolve issues effectively. Fortunately, after the first few treatments with PS365, we could already see a huge difference and began receiving positive feedback from our residents.

Providing preventative inspections and/or treatments and formulating a solid game plan was just the beginning. The office staff is always helpful, friendly and goes over and above what you would typically expect with today's customer service. From day one, whenever I have called or emailed Terri (my "go-to girl") she has made herself available to make suggestions, and get any issue handled quickly or always within the hour! She has single handedly brightened my day and restored my faith in good customer service on numerous occasions. Also BJ physically came out to the property initially to go over their services and place a bid. He was knowledgeable about anything related to pest control – whether it was related to treating a specific pest, bed bugs, or preventative routine pest control. He was patient and down to earth in his approach rather than so many other overly pushy/aggressive sales reps I have worked with in the past. Even after we entered our contract, he made it a point to touch base with us, or swing by to check in and get our feedback about the progress made. It is obvious that we were not just a "customer" but we were cared for by the entire PS365 team.

Anyone in property management would attest that happy residents make our jobs so much easier. I appreciate the entire PS365 family and their hard work, quick responses, and making our community so much better for all of our residents! I will certainly keep PS365's contact information in my mental rolodex of the best vendors I have ever worked with in property management. There has not been one day that I have regretted making the switch from our former vendors to Pest Solutions 365, and I am grateful to have finally found them! I would highly recommend PS365 to friends, family, businesses, multi- family housing and anyone in need; they will make your life much easier.

Forever Grateful,

Jen Bruce  
Assistant Property Manager  
The Reserve at the Knolls