

## SUCCESS STORY

# Lincoln Property Manager Sees Environmental Enhancements as ‘Part of Her Team’

### THE PROBLEM

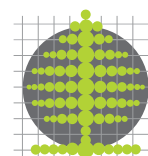
Two years into her career as a property manager with Lincoln Property Company, Amber Truxell ‘broke up’ with her landscape provider and switched to Environmental Enhancements. Apparently, her previous provider was having difficulties maintaining an acceptable level of service as they began to scale their business.

Amber’s properties began to look less cared for, and weeds were the first thing she would see when she arrived. “The company’s service, their responsiveness, and overall care for the properties went downhill,” says Amber. “And I kept having to reach out to them more than I should have, which is not what I expect from any of my providers. I felt like once the company started to grow, they no longer provided the same level of care to smaller properties like mine.”

### COMMUNICATION IS KEY

It’s no surprise that the emphasis on communications is the quality Amber valued most about EE from the get-go. “What I like about EE is we have a close partnership, and I have relationships with the people there,” she says. “When I send an email to David (Arze), I get an almost instantaneous response. Kyle (Thurman) works closely with me on design and makes recommendations for improvements.”

According to Amber, “Fred has built a team,” and she feels like they’re on her side. It was clear from the beginning that



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## TESTIMONIAL

**“We are beyond satisfied with every aspect that EE brings to the partnership: from the detail in landscaping care, to weekly communication, to their accounting department. They made it easy to make our campus one to be proud of!”**

**—Amber Truxell  
Lincoln Property Manager**



## AMBER'S EXPERIENCE

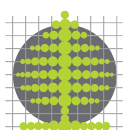
- Prompt Response
- Regular Communication
- Design Expertise
- Knowledgeable About Each Property
- Shared Goals

communicating with clients was a top priority at EE, and she appreciates not having to chase down her provider. She also likes the Friday emails, letting her know what's on the docket for the upcoming week. “They're incredibly knowledgeable about the properties,” she says, which of course, takes a load off her.

## A PARTNERSHIP

As a five-year client of EE, Amber reports that she is happy with EE's service and how her properties look. She has one client who wants to replace all his vendors on his Dulles campus—except EE. “That says a lot!” says Amber.

What is perhaps most rewarding for the EE team is that Amber values them for what they strive most to accomplish: “The bottom line is, Lincoln Properties and EE have the same goal, to make a property look as great as it can,” she says. “Often times, providers will get defensive or make excuses, but not EE. They will talk everything through with me and come out to address whatever might be going on.”



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