

# Success Story:



## Why One Community Manager Made the Switch

As a brand-new property manager, Legum & Norman Associate Community Manager Kelli Lencioni was assigned two small communities in Arlington, VA—with one caveat. On both properties, there were landscaping issues. On average, these two clients were turning over their landscaping providers once a year.

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“When the communities were built, the developer installed exotic plants,” says Kelli. “They made poor choices about what to put where.” Kelli describes a landscape with overgrown grasses, trees that didn’t belong, dead plants, and brown spots. “Maintenance service was inconsistent. We would get these providers coming in and making promises they couldn’t deliver on.”

### Time for a New Solution

After having yet another frustrating experience with a landscape contractor, Kelli made a strong recommendation to the Board that they make a switch, hopefully for the last time. In her earlier years as an administrator for Legum & Norman, she had prior experience with Environmental Enhancements. She recalled how easy it was to talk to them, how they took responsibility when something went wrong, and how courteous they were. “Neighbors noticed how friendly the crew was, and that they would do things like turn off their equipment when a pedestrian walked by.”



So of course, Environmental Enhancements was included as one of her five potential providers. The challenging part was convincing the Board to increase their budget to hire the right company this time; Environmental Enhancements' pricing came in somewhere near the middle. But according to Kelli, it didn't take long for the Board to appreciate how critical it was to protect their investment with high-quality landscaping, and how much effort it takes to find a new provider every year.

So Environmental Enhancements was in.

"It took about a year and a half for EE to get the properties looking as good as they do now," says Kelli. "But I could see a big difference within six months." As important as the improved landscaping, Kelli describes Environmental Enhancements as 'making her job easier.'

## Staying On Top of Things

"I have found with other companies, it can take 2-4 days to get a response to my calls—especially if I'm calling about a problem," she says. "One of the best things about EE is that I can pick up the phone—and they *answer*. And if they don't, they'll get right back to you. Sometimes, we even communicate with texts." She also likes the self-audits that Environmental Enhancements conducts



At Environmental Enhancements, employees take pride in their work.

on her properties. On occasion, she has received a landscaping concern from a homeowner, and the EE team has already identified and fixed it before she even placed a service call.

"We as managers believe that when people are paying for a service, we want quick responses to feedback from homeowners, good and bad." Kelli is particularly happy with how Environmental Enhancements responds promptly to calls for service—and follows through. "Others promise this, but EE does it."

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***"It looks like someone cares now," she says about her clients' properties.***

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## Working as Partners

Kelli describes her relationship with Environmental Enhancements as a 'perfect match.' While she always puts her clients first, it's gratifying to know that someone else does, too. "It looks like someone cares now," she says about her clients' properties. "We see beautiful green spaces, consistent edging, regular mowing, mulching done nicely, the right type of plantings, trash picked up, and grass that didn't get out of control, even with all the rain we had."

In other words, Kelli has found a contractor that shares her commitment to delivering the best possible service to her clients. "It looks like someone is taking pride in their work, rather than treating it like just another job," she says. "It's one thing to deliver a great product, but it's another to care."



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