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# Wellman Property Management, Inc.

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1415 Stanford Street Suite 2 ♦ Santa Monica, CA 90404 ♦ Phone: 310-828-1995 Fax: 310-829-2079

To Whom It May Concern:

Elite Cleaning Specialists provides janitorial services for three properties that I manage. From day one on the job, they have significantly improved the appearance of all three buildings.

The owner of Elite Cleaning Specialists, Pablo Alonzo, works very hard to ensure a high level of customer service and satisfaction. He takes a personal interest in each property and shows a lot of pride in his work. He likes the properties in his care to be *clean*. And it's his attention to detail that makes Elite stand out from other janitorial companies that I have used in the past.

When there are problems on the property – trash in common areas, repetitive problems, etc. – I know that Pablo will call or text me. He is one of those rare vendors who help property managers shine by being proactive and keeping the manager informed on a weekly basis of areas that may need additional attention.

Pablo has strong customer service skills. I know that when he's approached by a homeowner or resident regarding a janitorial or porter need, the homeowner will receive a polite response and the matter will be addressed immediately. Pablo is also smart. If the homeowner or resident asks for services outside of the regular scope of work, Pablo makes sure to check in with the property manager before moving forward.

I use Elite Cleaning Specialists at my more demanding properties. When there is a fussy board, I send in Pablo and staff because they are very good at dealing with high-end clientele who expect the best.

If you would like to speak further about Elite Cleaning Specialists, please feel free to contact me at 310.828.1995 or via email at [Vanda@WellmanProperties.com](mailto:Vanda@WellmanProperties.com). Thank you.

Sincerely,  
*Wellman Property Management, Inc.*

Vanda J. Hembree, CMCA  
Property Manager