



August Means Back to the **ABC's** in School and Business:

All Exterior **B**uilding Services **C**ontractors Are Not the Same!

Phone: (800) 874-6207

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Tanika Cooper, from Orlando Commissioner Regina Hill's staff, receives LOADS of school supplies for District 5's "Back to School Community Event," delivered by A-1 Orange team members Kristina Preston and Mike Couture. See article below.

August, 2016

**Quick Links:**

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From the Desk of...  
Vickie Head,  
President, A-1 Orange



**August Means Back to School!**

August is *Back to School* month for most children across the state. Parents are busy shopping, buying school supplies and clothing, so that their children are best prepared to face the new school year. We all remember how excited we were for our first day of school. It was a

**PROPERTY PROFESSIONAL PERSPECTIVE:**

Laura Ragans, RPA  
Regional Manager,  
MB Properties



*"A good contractor always keeps us in the loop, advising me of any issues or concerns before a tenant calls."*  
Laura Ragans



Carin Mack, Executive Assistant & Specialized Services Coordinator

## OUR CUSTOMER TEAM MEMBERS HAVE AN AVERAGE OF 12 1/2 YEARS IN THEIR ROLES AT A-1 ORANGE.

### How Does This Our Team Member Continuity Benefit You and Your Building(s)?

1. We have both written and first-hand knowledge of **your building's service history/ issues** going back 17+ years.
2. Our customer service team members have a deep and extensive knowledge of all facets of exterior building maintenance stemming from our hands-on approach to training. Operations and Customer Service work hand-in-hand to ensure complete satisfaction.
3. We proactively contact you to schedule ongoing, routine maintenance for your properties.
4. We can help identify when it's time for more comprehensive waterproofing or other capital projects based upon past service requests.

Do you have questions for your Customer Services Team Member? Click on links to send an email today!

[Carin Mack](#), Hi Rise (Roof Access), Waterproofing, Painting  
[Terri Durgerian](#), Low Rise/ Residential (Ground Access)  
[Kim Smalls](#), Jacksonville, Hi/Low/Residential



### \$2400 Raised for Orlando District 5's Back to School Community Event!

**"For it is in giving that we receive."  
 St. Francis of Assisi**

A-1 Orange recently participated in Commissioner Regina Hill's **Back to School Community Event**. We began the drive with a

special time for all of us. And so the August tradition continues for our children, grandchildren, nieces and nephews.

I've just returned from Atlanta carrying on in my personal tradition of being present for the first day of school for my brother George's children. Emilia is a high school sophomore, Rosie is in 7th grade, and Jack is in 5th grade. That makes this tradition strong and eleven years in the making. Time sure does slip by fast.

August is also *Back to School* month for the Team Members of A-1 Orange. We have two days of training scheduled for the end of August. The first day of training is devoted to window cleaning and high rise safety, being taught by Stefan Bright, our industry's recognized safety guru. Our second day of training will involve basic First Aid, and also CPR certification for our team members. We are always learning so that we can be of best service to our business partners.



Lindsey Bergdoll, Business Development

### Personalize an A-1 Orange Lunch & Learn to Your Company's Needs!

We provide the lunch, and you select the educational topic from a menu of choices, such as:

- Job-site safety, ground and roof access. Who is responsible for what?
- Writing a "Call for Bids" on projects so that you are comparing apples to apples. (i.e., does your caulking bid include removal of existing caulking prior to the new application...very important!)
- What to look for when hiring an exterior building services contractor re: employees, safety, insurance, scheduling, satisfaction guarantee.
- Leak repair vs. waterproofing.
- Best practice exterior building maintenance to protect your glass.

If you are interested in a topic within our expertise

We were happy to catch up with Laura Ragans, RPA, an A-1 Orange Business Partner with more than 25+ years experience and a recognized leader in property management. We asked for her insight into what an experienced property manager requires from their exterior building services contractor.

**Q:** What are the most important attributes when hiring an exterior building services firm to do work?

**A:** "Good knowledge of products and applications. Also, work plans/scheduling that make job-site safety a priority for tenants, customers and workers."

**Q:** Once a contractor is hired, what are the key ingredients for success?

**A:** "Excellent ongoing and proactive communication, starting with a pre-job meeting, continuing with timely updates and setting a post-job meeting. Also important, being timely, honoring agreed-upon starting and completion dates, and communicating if there is any delay or issue."

*Laura Ragans, has an RPA (Real Property Administration) designation, and is committed to using best industry business practices. Prior to joining MB Real Estate, she served as Regional Manager - Central Florida Market, Holladay Properties, and prior to that, Property Manager, Manulife Financial.*

*She has shared her expertise and leadership skills as an active member of BOMA, serving as President of both BOMA Orlando and BOMA Southern Region, as well as leading many committees in both of those groups. She also served as chair of BOMA International's Nominating Committee and as a member of its Executive Committee. She has received numerous BOMA Awards, including: **President's Award for Serving as a Model of Excellence**, BOMA Orlando, 2007; **Southern Region Member of the Year**, BOMA Southern Region, 2005; **Property Manager of the Year**, BOMA Orlando, 2004; and **International Office Building of the Year**, BOMA International, 2005.*

\$1000 contribution from A-1 Orange, and put the call out to a few of our fellow business owners, and friends for support. Together, we donated over \$2400.00 worth of socks and underwear to the children of District 5!

Many thanks to all who joined us and donated to this community project. Special thanks to The Michael Kimble Family, Robert "Trell" Bryant, John Burrill, Shawn Casey, Terri Walther, Gabby Rylee Walther, Vickie Adams, Lisa Leighty, and Carol Harp for their immediate response to our call to donate!

We love to share the love in our community.

### Proud Associate Members of:



PENTHOUSE SPONSOR



GOLD SPONSOR



Active Member of the  
International Window  
Cleaning Association

and scope of services, we will try to accommodate your learning requests. A-1 Orange Lunch & Learn not convenient timing? We'll do an early Brunch & Learn if that is better for you.

To learn more about how A-1 Orange can service your exterior building services needs, please contact [Lindsey Bergdoll](mailto:Lindsey.Bergdoll@orange.com) today!

We are here to make your job easier and your properties shine with the A-1 glow!

### A-1 TEAM MEMBER SPOTLIGHT:

#### Juan Henao



*"I appreciate the incredible generosity of Vickie Head and my co-workers, and look forward to coming to work every day." Juan Henao*

Working out of our main office in Orlando, Juan Henao specializes in high-rise window cleaning and pressure cleaning. He has been with A-1 Orange for 17 years, and prior to that he worked with another window cleaning contractor in Florida for 7 years. Before he left his homeland of Columbia, Juan worked at a bank.

Juan lives in Casselberry. He has 4 beautiful daughters, ranging in age from 21-28. His youngest daughter is a cancer survivor. When he isn't working or enjoying family time with his lovely ladies in his life, he is a big soccer fan!

### UPCOMING EVENTS

#### Monday, 9/5:

Boogie, Brews and BBQ Tailgate Event at A-1 Offices. RSVP to [kpreston@a1orange.com](mailto:kpreston@a1orange.com) by Wednesday, 8/31.

#### Friday, 9/15:

BOMA Jacksonville Golf Tournament. **A-1 Orange is the Beverage Sponsor!**

#### Thursday/Friday, 9/22-9/23:

BOMA Florida Annual Meeting, St. Augustine. **A-1 Orange is a Platinum Sponsor!**



### HAPPY AUGUST BIRTHDAYS!

#### A-1 Friends & Family

Meredith Dost, 8/1  
Eric Evans, 8/1  
Laura Ragans, 8/1  
Willy Pauwels, 8/8  
Armand Beaulieu, 8/10  
Jack Couture, 8/13  
Emilia Couture, 8/16  
Bobby Dumas, 8/19  
Serie Haeseler Couture, 8/21  
(Uncle) Mike Couture, 8/23

*Want to be included in our monthly birthday callout?*

Send your birthday to [lbergdoll@a1orange.com](mailto:lbergdoll@a1orange.com).

### AUGUST SWAG CONTEST:

**The first three (3) people to send KUDOS about an A-1 Orange Team Member get free swag!**

This is your chance to call out an A-1 Orange Team Member(s) who has done a great job for you recently. We'll print your blurb in the next newsletter. The first three (3) people to respond to [lbergdoll@a1orange.com](mailto:lbergdoll@a1orange.com) will receive A-1 swag!

### Proud Members:



Greater Orlando Chapter  
INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION (IFMA)



Mission Statement:  
Advancing Tourism and the Community through Hospitality  
The World's Largest Regional Hotel Association

### A-1 Orange Exterior Building Services

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