

# **APM'S EIGHT POINTS OF SERVICE STATEMENT**

*We try to live this statement every day in everything we do for our clients*

1. ***We strive to be the very best.*** We do the best job we are capable of, at all times, in every aspect of the business. We are proud of what we do and what we accomplish for our clients.
2. ***We react quickly*** to resolve Unit Owner problems immediately. We do everything within our powers to please our Board of Directors and Unit Owners in a professional manner.
3. ***We are friendly, helpful and courteous.*** It is the APM way. We treat our Unit Owners, Board Members and Vendors, as we would like to be treated ourselves.
4. ***We care about our work.*** Our staff is caring in all of their functions and duties. They are loyal to the company and the associations that employ us. That caring attitude makes us unique in the Association Management Industry in Palm Beach County.
5. ***We are positive.*** We always find a way to get it done. We always try to make it happen for the Client. We never, never give up.
6. ***We use proper telephone etiquette.*** We always try to answer our telephone within three rings with a friendly, positive and helpful attitude.
7. ***We are knowledgeable*** about all APM operations and we are able to recommend other APM Services that may be helpful.
8. ***We never say "no".*** We say "I will be pleased to check on that for you". We suggest alternatives. We will contact our supervisor if we feel that we cannot satisfy our Unit Owner's needs.

**apm**

Associated Property Management  
of the Palm Beaches, Inc.