



Your Life. Powered By Learning

October 27, 2014

Jim Bowman
Unique Building Maintenance
919 E. Main St., Ste. 100
Richmond, VA 23219

Dear Mr. Bowman:

I am writing to thank you for the wonderful job that Unique Building Maintenance (UBM) has done for Fortis College for the past two years and counting. You helped customize a cleaning service schedule that would work for our campus, considering we open early in the morning and have evening classes that last until 11pm during the week, plus Saturday office hours. Our UBM day porter helps keep bathrooms neat, floors swept, and paper products stocked mid-morning when about 75% of our 400 students are on campus, ensuring that our afternoon and evening students arrive to a clean facility, neat classrooms, and empty trashcans just like the morning students do.

Your night crew is top-notch as well. We rarely see them as our schedules are not designed to cross, but we recognize their efforts whenever we see the empty trashcans, sanitized classroom tables, well-kept office areas, and spotless, mirror-finished VCT throughout the building. My visitors almost always comment on how well-maintained the floors are, and how nice the building presents during tours.

I have always appreciated the ability to email at any time to ensure that instructions, requests, or notifications get to UBM crews quickly. There is no need to stay late or leave notes, and that is very convenient to me. The daily reporting option is informative because it lets me know what your crews did the night before, or if they found a problem in the facility. I also like that we plan our deep carpet extractions and VCT stripping and refinishing so that it has minimal impact on our delivery of education. Your efforts to schedule these events without impacting our class schedules are much appreciated.

Thank you again for all that you and your UBM team have done, and continue to do to keep Fortis looking shiny and new. We appreciate you!

Sincerely,

Katharine A. Walton
Campus President