

Cowgill Properties, Inc. is a full-service multifamily property management company based in central Kentucky, with nearly 1,300 units spread over 13 communities of conventional and student housing. One community – Continental Square Apartments – recently made the switch to Orkin after experiencing service and treatment problems with a previous provider. Effective service is a must for Property Manager Karen Hannigan, who shared her pest management success with the company's sister properties. Many of those properties have now made the switch to Orkin as well.



Continental Square APARTMENTS

Mr. Tim Mahan
Branch Manager
Orkin Commercial Services
790 Enterprise Drive
Lexington, KY 40510

Dear Mr. Mahan:

I wanted to send a note of thanks to you and your team. I managed Chinoe Creek Apartments for many years and when I switched pest control providers to Orkin I was very pleased with the service I received.

I recently began managing Continental Square Apartments and one of the first problems I noticed was not only the lack of pest control, but poor service and ineffective treatment. However, the pest control company in place had serviced Cowgill Properties for many years, making the task of changing service providers quite a challenge, to say the least. But I knew it would be worth it.

I immediately called Orkin and met with Account Manager Gary Walker. He was extremely knowledgeable about pest management and very personable. We talked for some time and his resulting proposal was prompt and professional.

Since signing the contract, the attention to detail and support we've received from Gary and your Commercial Pest Specialists has gone above and beyond what I would consider typical customer service. Several of our sister properties have now signed contracts with Orkin, and the property managers report nothing but praise for their experience with Orkin.

In the past two months, since starting our partnership with Orkin, I have already seen a decline in pest problems. Thank you again for your impeccable service. I am so pleased for the opportunity to do business with you and your team.

Sincerely,

Karen Hannigan
Property Manager
Continental Square Apartments
Cowgill Properties, Inc.

The customer letter featured in this piece is an actual communication to Orkin Commercial Services from Continental Square Apartments' Karen Hannigan.