

Residential Management Company Comes Home to Single Waste Services Provider.

Think Green.®

Large property management companies with geographically diverse projects often find it difficult coordinating the variety of service providers required to keep their locations operating efficiently. Finding one company that can provide a key service to an entire portfolio can provide significant relief—as well as a higher standard of service—to such large-scale management groups.

Kramer-Triad Management Group LLC, headquartered in Troy, Mich., manages residential properties and complexes throughout the state of Michigan. Ranging in size from 50 to 1,200 units, these communities demand quality, consistent and affordable maintenance services, including solid

waste collection and recycling.

For many years, Kramer-Triad contracted with up to six different waste haulers to service its geographically disparate locations. Many companies delivered inconsistent service. Missed pickups were common. Kramer-Triad had to deal with multiple monthly waste service invoices and pricing and service levels that varied from

property to property. Some communities even used multiple haulers, creating undesirable traffic and safety hazards as well as accelerated wear-and-tear to the roadways. Perhaps most difficult of all, Kramer-Triad had no single person to turn to when waste service issues arose.



Then, in early 2001, Waste Management, met with the company's management to discuss consolidating waste services. After a series of consultations, Waste Management offered a service package that included:

- Consistent service levels among all Kramer-Triad communities
- Consistent pricing based on geographical groupings
- Guaranteed on-time pickups
- Consolidated monthly billing
- Recycling of paper, cardboard, aluminum, plastic and glass in selected communities
- A single point-of-contact for all waste issues

Excited by Waste Management's proposal, Kramer-Triad began by allowing it to service 50 percent of its properties. Within a year, Waste Management was servicing the entire Kramer-Triad network as well as taking on new communities as they came on line. Today, Kramer-Triad continues to enjoy the benefits of using a single, full-service waste services provider that can deliver the same quality of service regardless of location.

When it comes to providing residential communities with superior waste services, Waste Management brings it home!

From everyday collection to environmental protection, Think Green. Think Waste Management.

"We have a very good relationship with Waste Management. Its excellent service and competitive prices are of great benefit to our customers. When we need service, they respond quickly. It's good to know we're working with a company we can trust."

**Roger Kramer
Chairman
Kramer-Triad
Management Group LLC**



COMMERCIAL SERVICES