



## York Creek APARTMENTS

February 13, 2019

To Whom It May Concern:

I have worked with Absolute Security for almost 10 years; they patrol multiple communities and account for over 2600 apartment homes within our company. They have helped us with several last minute dispatch situations and are available 24 hours a day. Over the years we have built a great working relationship and they have created very easy and open communication.

Absolute has been very receptive to working with us throughout the years when we implement changes to policy and their onsite staff have all made themselves aware of any changes to effectively enforce our rules and regulations. In the time that we have had Absolute Security at our communities we have seen almost a 50% drop in calls and emergency situations.

Absolute recently implemented a new reporting system that has seamlessly replaced their old reports. The new system allows on site staff to attach pictures, audio files, video, direct email emergency reports and separate out priority items, maintenance and normal patrol. They work with us at the property level to create reports that would simplify their daily activity and the new cloud based system allows us to access report history and has a search function which allows us to monitor situations with ease.

I have worked with several security companies over the years and Absolute Security is by far the best. I recommend them to anyone who inquires, and their vast portfolio allows them to handle multiple on site security situations.

Sincerely,

James White  
Regional Manager  
York Creek Apartments

# MeadowsCrossing

apartments | *the place to be*

June 14, 2019

To Whom It May Concern,

We have used Absolute Security for over 10 years and we couldn't be more pleased with their services. We are an off-campus student housing complex, with 189 townhomes/apartments and almost 750 residents living at our property. Our residents are mostly college students and safety is our top priority.

Absolute Security is responsible for patrolling our property which includes many things under the umbrella of "patrolling". Such patrolling consists of monitoring activity in our public common areas of our property, noise complaints, parties, vandalism, after-hours lockout services to residents, booting enforcement of unauthorized vehicles, and more.

Carl and Ross are very involved on the day to day interactions of the company. They are easy to talk to and collaborate with our office often. They provide helpful solutions when problems arise. One example of security collaboration, is years ago we had problem with mob-parties forming where large groups of people would walk from party to party traveling through multiple apartment complexes on the same road. These mobs of people would grow in numbers as they traveled causing disturbances, fights and other unsafe activity.

We met with Security and came up with a good system to handle this as soon as large groups over 20 were spotted. With heavy security presence and email notices to residents placing them on alert, we were able to successfully stop these mob parties from forming and has since never been a problem again. This was all due to the help and team effort of Security working with our office.

Absolute Security has allowed us to enforce illegal parking of non-residents by placing boots on vehicles that don't belong. They deal directly with residents according to our parking guidelines and keep us out of the line of fire.

Not only do they work in conjunction with our lease regulations, they spend quality time and care into training each security guard according to our needs. They are proactive in communicating issues to us ahead of time, allowing us to come up with a solution. Not only is safety our top concern so is having an organized, professional and forward thinking security firm. They represent us after hours and interact with our residents on our behalf, therefore, having a reputable and professional company is key to positive interactions with our residents.

We have built a great working relationship and Absolute Security is an asset to have working for us. I recommend them to anyone who inquires about their services. Their vast portfolio allows them to handle multiple on-site security situations with timely professionalism.

They continue to grow with the demands and ever-changing needs of our company. They work hard to establish helping relationships with local community members and law enforcement to provide top-notch security services to their clients.

I hope you will consider Absolute Security for your security needs. You will be happy you made the switch.

Sincerely,

Karen Kilmer, Property Manager

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Allendale, Michigan 49401



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# CAMPUS WEST

January 30<sup>th</sup>, 2019

To Whom It May Concern,

First off, I want to introduce myself and give some background. I am the current property manager of Campus West Apartments. My employment with Campus West began in August of 2010 when I moved in to Campus West as a student at Grand Valley State University. Upon graduating in April of 2013 I immediately began my current position. Absolute Security and Protective Services has been with Campus West even longer than I have.

My experience with Absolute Security may be different than most as I have dealt with them both as a student living in the apartment complex and also as property manager. As a resident I did not have many experiences in dealing with security, but my few experiences were pleasant as their employees were polite, respectful and professional. While visiting friends in other apartment complexes in the area I had experiences with a different security company that had the stereotypical mall cop feel, which I would never use that comparison with Absolute Security.

Absolute Security is an extremely professional and easy to work with company. I never hesitate to reach out to Carl or Ross for anything I need. They are quick to respond and always friendly. I am fortunate to have had them as our contracted security company during my entire employment with Campus West. They helped make my job easier by efficiently and effectively managing the safety of our residents.

I am putting my professional life on hold in order to be able to pursue my dream of caring for my children full time. While I am confident that everyone at Campus West would share my same feelings when it comes to Absolute Security, I have provided my personal cell phone in case you would like to speak to me directly.

Sincerely,

  
Nichol Garnsay  
(269) 363-2015

