



Dear Mr. Lais,

It is with much enthusiasm that I am writing to recommend make-ready services from Lula.

I have been using Lula to turn units at some of our communities over the last few months. They do a fantastic job and are always punctual and offer very competitive rates. Having the ability to give them a unit after a move out and when they give it back is it move in ready that day is amazing!

We also use them to handle the overflow of maintenance requests as well as other daily duties of community upkeep. Their follow up on any "go backs" has been prompt and handled with 100% satisfaction from both the site team as well as the resident.

Here are a few examples of some of the times Lula has come thru in a pinch.

Investors were scheduled to walk a community at 10am on a Monday. When the staff arrived on site 2 move outs had left furniture and debris near the dumpster areas. Lula had a team out there in under an hour and had the area picked up and investor ready.

A unit had pests and left full of belongings, they were in there without any hesitation and completely turned the unit in less than 3 days!

I am happy to recommend the services of Lula. If you have any questions, please feel free to contact me.

Sincerely,

A handwritten signature in black ink that reads 'Dan Rains' in a cursive script.

Dan Rains

Regional Maintenance Supervisor

Worcester Communities

Drains@WC-KC.com