



Trusted | Reliable | Valued Partner



www.CityWidePS.com | 1.866.219.1399

CALIFORNIA | TEXAS | WASHINGTON | IDAHO | OREGON | ARIZONA | NEVADA | UTAH | NEW MEXICO



OUR COMPANY & ITS PHILOSOPHY

Since 2000, City Wide Property Services, Inc. (City Wide) has developed a strong industry reputation for providing professional oversight and management of our vast menu of services. We recognize that we are a valuable extension of our clients, and our professional team of account managers and technicians are always ready to provide you with first-class service from start to finish.

As the leader in professional commercial property maintenance services, we, at City Wide, are committed to a successful partnership with each of our clients.

We pride ourselves not only on the quality of work and high-level of communication, but also on the trust each of our clients have in our organization.

City Wide's foundation is built on **Trust, Honesty, Communication, Fairness, & Quality.**

Through these qualities and philosophies, we continue to raise the bar in the maintenance industry while producing the results you come to expect. Customer service is taken to the next level at City Wide.

We become the link between our clients and the common goal of reliable, and quality service.

As an additional set of eyes and ears on your property, project, or program, we stand next to our clients clearly understanding their vision, goal, and results of each request.

We take service a step further by taking a proactive approach on items before they become issues. When obstacles arise, we not only communicate the information to our clients but provide a solution. This is part of our daily operations here at City Wide, and key to our service delivery.



**PRESSURE WASHING
& STEAM CLEANING**



**PARKING LOT, GARAGE,
& ROAD SWEEPING**



**DAY PORTER
SERVICES**

“OUR SERVICE RATES REFLECT THE HIGH LEVEL OF CARE, EXPERTISE, AND RELIABILITY THAT HELPS YOU AVOID COSTLY DISRUPTIONS AND FUTURE EXPENSES. BY PROVIDING TOP-TIER SOLUTIONS AND BUNDLING RECURRING SERVICES, WE NOT ONLY SIMPLIFY YOUR PROPERTY MAINTENANCE BUT ALSO HELP YOU SAVE IN THE LONG RUN BY MINIMIZING POTENTIAL RISKS AND EXTENDING THE LIFESPAN OF YOUR ASSETS...ULTIMATELY REDUCING COSTS ASSOCIATED WITH YOUR PROPERTY MAINTENANCE, REPAIRS, AND DAY-TO-DAY UPKEEP.”

—ALBERT RODRIGUEZ, PRESIDENT & CEO



**JANITORIAL
SERVICES**



**LANDSCAPE
MAINTENANCE**



**ILLEGAL DUMP
HAULING**

ADDITIONAL SERVICES



CITY WIDE IS YOUR PARTNER FOR COMMERCIAL PROPERTY MAINTENANCE, REPAIRS, AND DAY-TO-DAY UPKEEP THROUGHOUT THE WESTERN U.S.



PROPERTY INSPECTIONS & CONDITION REPORTS



ON-SITE TECHNICIAN SERVICES



GRAFFITI PAINT MATCH & REMOVAL



VANILLA SHELL VACANCY SERVICE



WINDOW CLEANING



PAINTING SERVICES



DEWEBBING

**IRRIGATION INSTALLS
& REPAIRS**

**SEASONAL FLORAL
PLANTINGS**

AWNING CLEANING

**MAINTAIN TRASH
RECEPTACLES**

PROPERTY DISINFECTING

GUTTER CLEANING

**CEILING TILE
REPLACEMENT**

**EXTERIOR &
INTERIOR PAINTING**

LOCKSMITH SERVICES

POTHOLE REPAIR

**ADA COMPLIANCE
REVIEWS**

**SIDEWALK &
HIGH TRAFFIC PATHS
OF TRAVEL WASHING**

DUMPSTER PAD WASHING

STOREFRONT WASHING

**SIGN INSTALLATION
& REPAIRS**

CARPET CLEANING

DEBRIS REMOVAL

**PARKING LOT
RE-STRIPING**

**WHEEL STOP INSTALLS/
REPAIRS**

FIELD SUPPORT

**TENANT SERVICES
& SUPPORT**

& MUCH MORE!

CAPABILITIES & HISTORY

City Wide is your local, full-service, commercial property maintenance company offering a wide spectrum of site services to meet the demanding and evolving needs of commercial properties. Property and facility managers depend on the City Wide organization to solve nearly any property issues including recurring maintenance, hazard/liability solutions, and often time, unique challenges that require a General Contractors License.

City Wide was founded by Albert and Janee Rodriguez in 2000 and was started in their garage with a single pressure washing vehicle. Raised with strong morals and ethics, Albert instilled his upbringing as the foundation of City Wide.

Believing that first-class customer service and the willingness to go the extra mile without any expectations are part of the fundamental philosophies here throughout the City Wide family.

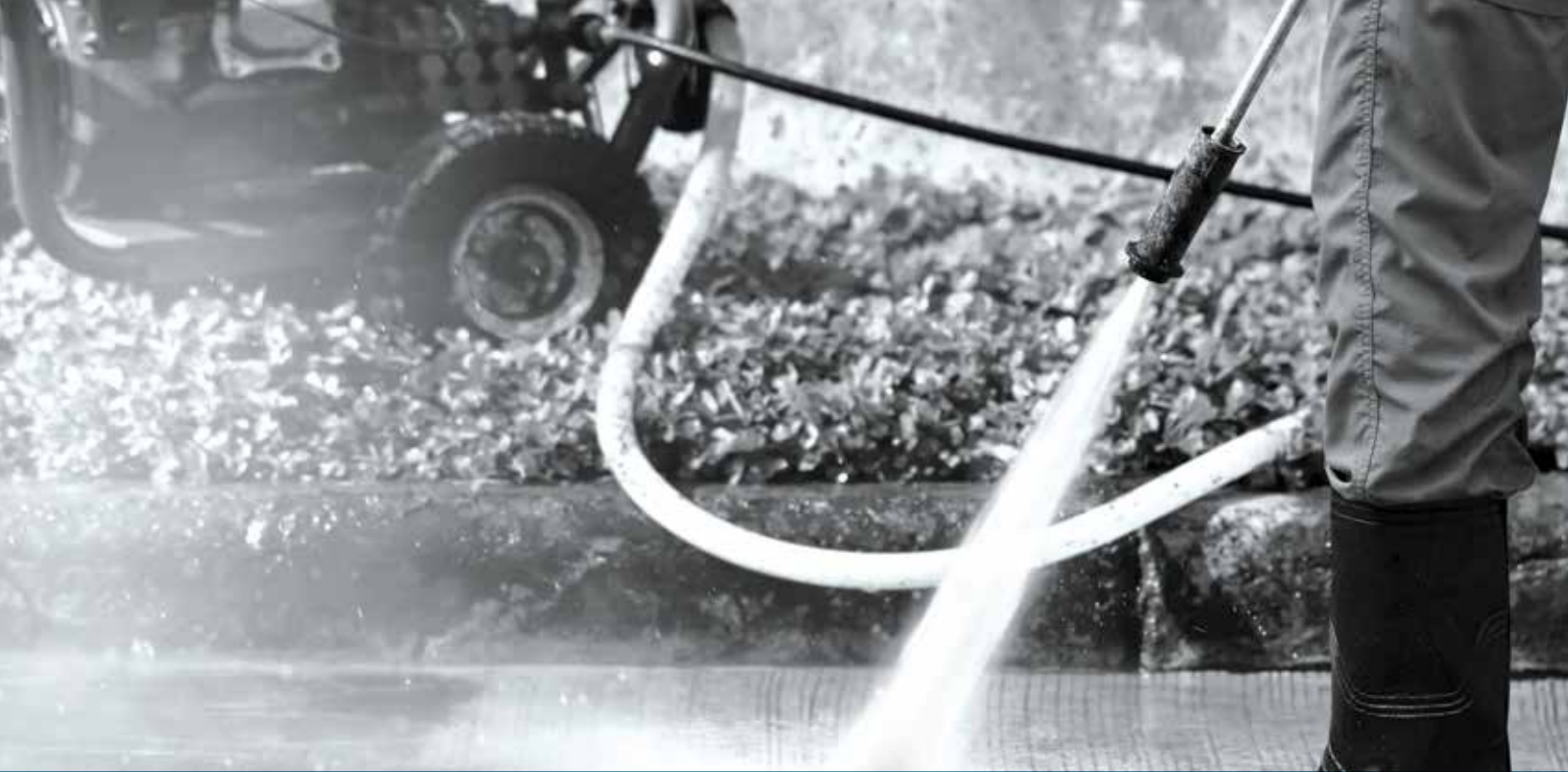
With decades of experience, City Wide continues to challenge itself and each of its team members to strive to improve ourselves daily. We at City Wide know that wisdom comes from doing. Our most significant victories are from personal & professional challenge. Continually raising the bar and increasing standards gives us the understanding required to welcome any new challenges and provide solutions to those challenges.

City Wide provides high levels of staff management along with support services from HR to administrative positions. This not only ensures the retention of our employees, our clients receive reliable, and consistent service delivery from trained personnel that are familiar with their site and its unique needs.

Since taking over management, I was assured that I would be in good hands as City Wide would be my go-to for any and all issues and that was exactly the case!

My experience has been nothing short of incredible working with the entire City Wide team!

Inland Investment Real Estate Services, Inc.



Professional Affiliations

BOMA
CAI
CREW

Affiliation Participation

IREM
ICSC
ACRE
IFMA
SRBX
NAIOP

Why Clients Choose City Wide?

- High level of communication
- Dedicated maintenance staff and management
- Professionally uniformed
- Setting and understanding of performance expectations
- Consistent quality service delivery
- Customized job descriptions and duties
- Job specific training + ongoing training and development
- Multiple site-specific trained individuals for back-up purposes (sick calls/vacation)
- Service feedback and analysis daily
- Detailed monthly inspection reports



BENEFITS OF A PARTNERSHIP WITH CITY WIDE

Access to Real-Time Information Through a Client Portal

City Wide continues to make investments in developing and expanding our state-of-the-art client portal. Account information such as building audit history, property and completed service photos, service agreements, certificates of insurance, and historical invoices are all accessible in one easy to use portal for our clients. Because we have the benefit of an in-house technology team, the client portal continues to expand and evolve to meet our clients' unique needs.

Expect Reliable Staffing

City Wide believes that for operations to run efficiently, there needs to be oversight, management and a high level of communication available 24 hours per day.

City Wide assigns field service staff to oversee operations for each property. The Field service team/Account Representative provide management oversight on all the services being performed daily. Management staff is available 24/7 and can respond to any action item.

Property Inspections

Property inspections are scheduled based on the frequency of service, and monthly services are checked after each service. Inspection reports are completely customizable for each client's property. Weekly and daily services are monitored more frequently.

Investments in Training and Education

All new hires are trained site specific. Continued training and educational workshops includes management, personal development and financial success as well as City Wide University; an education series that brings together both our clients and staff to learn and discuss industry best practices, and to get insight from our clients how we can serve them better.

Staff Uniforms

All staff are professionally uniformed with City Wide uniforms, and uniforms are professionally cleaned to ensure staff are always looking their best while on site. Uniforms can also be customized for the specific needs of our clients.

Supporting Properties Beyond the Contracted Scope

All inspections have a ground expectation of performing services within our committed scope of work.

Beyond the agreed scope of work our service team look beyond the contracted tasks for any additional maintenance and liability items that may need to be brought to the attention of the property manager such as; vandalism, debris, hazards, and or anything that may seem out of the daily business norm that creates a liability and/or eyesore.

Through emailing photos, sending text messages and calling the property manager/main contact, the service team uses real-time communications to alert any additional property issues that they may want to have address immediately.

Call Desk Procedures

All calls and or requests initially go to the service team. When a request for service is made, a ticket is generated and scheduled through our scheduling department, then the Scheduling Coordinators are assigned to the property(s).

All requests are tracked and logged in the City Wide Portal and all calls are followed through by the service team.

Hiring the Right Team

The City Wide Human Resources Team leads the hiring process, along with the selection for all employees.

HR personally interviews each candidate (background screen/E-verify, drug screen) both new and any transitioning for selection and to meet the specific criteria to serve at properties.

We Handle the Administrative Burdens

At City Wide Property Services, we have the professional people and processes in place to ensure business is managed appropriately and efficiently with a single point of management contact.

This eliminates much of the internal oversight from the company to reconcile services, contracts, invoicing, plus allows for flexibility to make changes to the people doing the work on the property.

Ease of Invoicing

We can provide customized invoicing to meet our client's specific needs.

Being a genuine partner, we understand that invoicing is paramount; requiring consistent accuracy and accountability on services being performed. We build trust through performance and transparency.

PROPERTY MANAGEMENT — SIMPLIFIED.

Take control of your facilities with real-time visibility, direct communication, and instant service requests — all from your phone. The City Wide Plus+ App keeps everything organized and accessible, giving you full confidence in the work being done across every property you manage.

KEY FEATURES

- On-Demand Service Requests
- Real-Time Job Tracking
- Centralized Communication
- Service History & Documentation
- Photo Proof of Work
- Multi-Property Management



**CITY WIDE
PLUS+**





As a Property Manager, it is vital to have a team of vendors who equally value a property and its tenants. The biggest qualities we look for in our vendors is great communication, cost-effectiveness, and the ability to complete their job without micromanagement. City Wide has been doing just that at our properties.

They also go above and beyond by conducting their own property inspections and offering solutions to items that are above and beyond their normal scope of work. Needless to say, they make my job much easier, and I am very grateful for my (City Wide) team.

Inverness Management



CITY WIDE
PROPERTY SERVICES, INC.®

Retail Centers Depend on City Wide for Maintenance, Repairs, & Day-to-Day Upkeep

City Wide Property Services, Inc. (City Wide) is a full-service, commercial property maintenance company offering steam cleaning & power washing, parking lot, garage, and road sweeping, day porter & janitorial services, landscape maintenance, as well as a wide variety of skilled technician services to meet the demanding and evolving needs of retailers and retail centers.

Founded in 2000, City Wide has grown to become the Western U.S.'s trusted partner for property and facility managers who oversee retailers and their shopping centers.

City Wide is the preferred choice for stand alone retailers and retail centers throughout Washington, Oregon, California, Nevada, Arizona, Utah, and Texas.

City Wide Is Trusted By:





CITY WIDE
PROPERTY SERVICES, INC.®

**COMPLETE FACILITY MAINTENANCE,
REPAIRS, & DAY-TO-DAY UPKEEP**

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