



Sound Cleaning is at the top of our business partner list because it provides all of the services we need under one roof, one bid, and one contract.

### Toni Hahn, CMCA, AMS

Director of Operations  
TRF Pacific Management Services



TRF Pacific Management Services partners with Sound Cleaning to **meet a wide variety of maintenance needs** for a roster of homeowner's association communities

### Situation

TRF Pacific Management Services is a full-service, multi-disciplinary property management company that strives to keep all its managed properties in the best condition possible. The company's Director of Operations, Toni Hahn, CMCA, AMS, plays an important part in achieving that goal.

"It's my job to make sure that we keep all of the properties clean, safe, and well-maintained to support the lifestyles of homeowners and occupants," said Toni.

However, Toni endured challenges when seeking maintenance services for its homeowner's association communities and mixed-use properties. "The biggest battle that I face in my work with our clients is deferred maintenance," she said.

It takes lots of time and energy to source the required maintenance services from a long list of vendors. That's why Toni prefers to find one vendor that can provide all the services her properties need. Her search for such a vendor led her to Sound Cleaning.

### Solution

Sound Cleaning fulfills TRF Pacific Management Services's standard, ongoing maintenance needs, such as cleaning windows, gutters, air ducts, carpets, and floors. The company also provides TRF Pacific Management Services with janitorial services and pressure-washes its clients' parking garages, boardwalks, docks, and barges.

"It's pretty rare that one of our properties needs just one type of service," said Toni. "A property might need full pressure-washing, dryer-vent cleaning, and window-washing done all at the same time. Sound Cleaning can handle all of those services without us having to source additional vendors. It's our one-stop shop."

Toni believes that Sound Cleaning adds a great deal of value to the services TRF Pacific Management Services provides to its clients.

"A business partner relationship is one of the most important investments that I make as the Director of Operations, and with Sound Cleaning, I've got a quick, responsive, professional business partner to promptly address our clients' needs," said Toni. "I enjoy working with Sound Cleaning because it's a company that cares about the quality of work that it does."

### Results

- ✓ All required services through a single provider
- ✓ Proactive and responsive communication
- ✓ Excellent work backed by Sound Cleaning's solid reputation