

DON'T REPLACE! REPAIR!

NEWSLETTER

EAST COUNTY GLASS & WINDOW, INC. GUARANTEES THE QUALITY OF OUR WORK & PRODUCTS. We stand behind what we do – that is why we are members of the most elite organizations like the ones below:



DON'T LOSE YOUR GOOD TENANTS!



The Diamond Certified Award requires a rigorous process to ensure that you'll do business with a top-rated company. Only companies rated highest in quality earn the prestigious Diamond Certified award. You can feel confident in your selection knowing that our company is highly rated in ongoing customer satisfaction research, credentials and business practices. And we guarantee it.



BBB Accreditation is an honor – and not every company is eligible. Only businesses that meet BBB's high standards are invited to join. BBB sees trust as a function of two primary factors – integrity & performance. Integrity includes respect, ethics & intent. Performance speaks to a business's track record of delivering results in accordance with BBB standards and/or addressing concerns in a timely, satisfactory manner.



National Glass Association is the largest trade association that represents the flat glass industry. The NGA promotes quality workmanship, ethics, and safety in the architectural, window & door glass industries. Members adhere to a code of ethics that serve to assure public confidence in the integrity & service of glass professionals everywhere.

Researchers did a test. They took a nice car, like a Jaguar, parked it in the South Bronx in New York, retreated back, and watched to see what would happen. They left the car parked there for something like four days, and nothing happened. So they went up and broke a little window on the side, and went back to watch. In four hours, the car was turned upside down, torched, and stripped. Researchers came up with what is known as the "Broken Window Theory."

How can this affect your apartment complex? A window gets broken at an apartment building, but no one fixes it. Then something else gets broken. Maybe it's an accident, maybe not, but it isn't fixed either. Graffiti starts to appear. More and more damage accumulates. The whole building decays. Tenants move out. Crime moves in. You want to stop the small problems before they grow into big problems and get out of hand.

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East County Glass & Window, Inc.

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DID YOU KNOW?

WE JUST REDESIGNED OUR ENTIRE WEBSITE!

Check us out online:

www.ecglass.com

- Now you can book your own appointments online for all services & repairs!
- Get free estimates
- Order Window Screens
- Call for emergency immediate estimates

SPRING TIME SPECIAL!!

Order window screens now and receive a **15% discount** and **FREE DELIVERY** On a purchase of 10 or more screens

Order 10 pieces of glass, cut to size and get **FREE DELIVERY**



CONTINUED FROM FRONT

As a manager, you can never retreat to your office and hope for the best. You need to be involved with your people. Good people move on, complacent people stay. Don't lose those good tenants!

East County Glass and Window, Inc. is here to help. We provide local apartment complex managers with repairs, and replacements for windows, doors, screens, shower doors, glass and mirrors. Whether you want to do the work yourself or have us do it for you, East County Glass has an array of glass, windows & doors to fit your needs. Along with 30 years of experience in servicing apartment complexes. If you don't have a budget to replace, why not repair? Feel free to contact us for local on-site services. We know you're busy, so we strive to provide easy online booking, service requests, and ordering to save you time. All while maintaining the best prices and the work ethic that you deserve.

Take advantage of this month's glass, and window screen specials. With warmer days ahead and saving money in mind let East County Glass & Window be the solution.

Making your complex energy efficient will save you money in operating costs and keep your tenants happy. There are a number of simple things you can do whether your property is brand new or older.



Ranked "Highest in Builder and Remodeler Satisfaction among Residential Window and Patio Door Manufacturers" in the J.D. Power and Associates 2008 Builder and Remodeler Residential Window and Patio Door Satisfaction Study

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