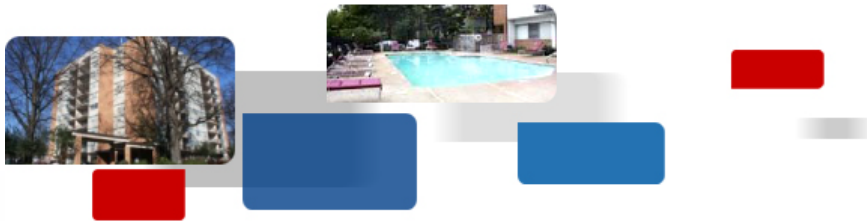


Rosecrest Apartments

Case Study: **Rosecrest Apartments** Market: **Multifamily** Location: **Memphis, TN**

It was because of the professionalism, confidence and capabilities that our on-site team here at Rosecrest became confident that S.M Lawrence was 'the one' to assist with our major mechanical renovation. The BEST thing about the entire project was the service the S.M. Lawrence team provided. They were responsive, respectful and friendly. I appreciate everything these wonderful people have done for us. They repeatedly went above and beyond the call of duty, the terms of a 'contract.'

- Dusty Raiborn, Multi-Site Property Manager



Rosecrest Apartments in Memphis, TN turned to SM Lawrence to determine what was wrong with their HVAC system. SM Lawrence conducted an engineering study on the building concluding that the existing HVAC piping was in bad shape and major failure was imminent.. They proposed to replace electrical, piping drains and air conditioning units, all the while keeping the building occupied.

A Closer Look...

When the owners of Rosecrest Apartment in Memphis, TN were having problems with their HVAC system, they needed a partner to help. They chose SM Lawrence, a Comfort Systems USA Company, to conduct an engineering study of the facility. The CSUSA team:

- Concluded that HVAC piping was in bad shape and major failure was imminent, and could be avoided with quick action
- Proposed to do replacement work while keeping the building occupied
- Has already done more business on another buildings belonging to the same owners based on the performance at this property

Solutions

When SM Lawrence first proposed the project, Rosecrest checked with their east coast contractor to validate the pricing. The pricing was so fair, Rosecrest never asked for proposals from competitors.

The SM Lawrence crew went above and beyond on the Rosecrest project by completing the job in six months, with minimal interruption to the tenants. Rosecrest Apartments now have all new water piping, condensate lines and fan coil units.

Rosecrest Apartment's was so happy with the work performed that they lined SM Lawrence up for a similar project at another property. They have found a great service partner and plan to call only SM Lawrence for future work. SM Lawrence has demonstrated that they can be counted on to identify problems and fix them without delay or disruption to tenants.

Contact us to determine how we can service your business.

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