

CASE STUDY



Holt Lunsford Turns to APEX for COVID Control

The Situation

The Berkshire is a Class AA office building in Dallas featuring floor-to-ceiling windows, breathtaking city views and an electric car-charging station. The 188,920-square-foot building, which was built in 1984 and renovated in 2018, offers direct access to the Dallas North Tollway and is within a 10-minute walk of dozens of stores and restaurants.

With its prime location and excellent amenities, the Berkshire easily attracts tenants. Its 16 floors house a variety of companies, including real estate and oil firms. It is professionally managed by Holt Lunsford Commercial, which offers a variety of commercial real estate services in Houston and the Dallas-Fort Worth area.

Holt Lunsford ensures the properties it manages are clean, well-maintained and safe. But like every other facility manager across the country, the firm was not expecting a global pandemic to arrive in early 2020.

“COVID hit us out of nowhere. Nobody knew what it was,” said Holt Lunsford Assistant Property Manager Daisy Wilson. “Luckily APEX Surface Care was already one of our preferred vendors for disinfection, so they were the first phone call we made.”



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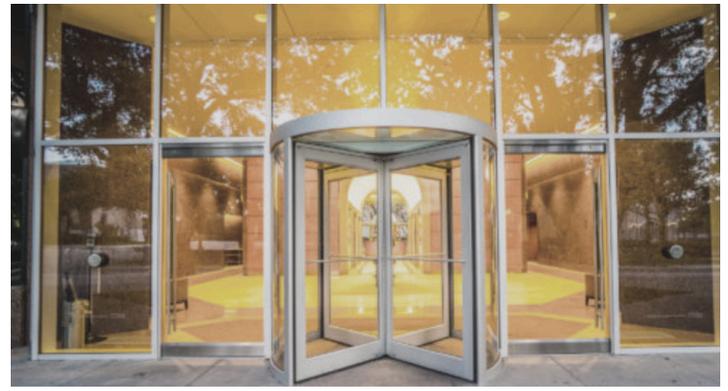
The Solution

There were no confirmed cases of COVID-19 at the Berkshire when Holt Lunsford first called APEX out. The property management team wanted to be proactive and provide peace of mind to its tenants, so it moved quickly to ensure the building remained safe and healthy. Wilson requested a bid from APEX to disinfect the entire building from top to bottom.

“Their pricing is great,” Wilson said. “We received one other estimate, but it came in much higher. APEX was way more reasonable.”

About two months after the initial disinfection, tenants began reporting positive cases in their offices. Wilson calls APEX immediately after each report.

“APEX comes out every time we have a case. They disinfect the affected tenant’s space as well as all the common areas, including the entire first floor,” Wilson said. “They’ve been great. We go strictly through them.”



Wilson appreciates how responsive and fast the APEX team is. When she calls or emails about the need for services, she knows she will receive a confirmation within hours, if not minutes, and that the building will be disinfected that same day.

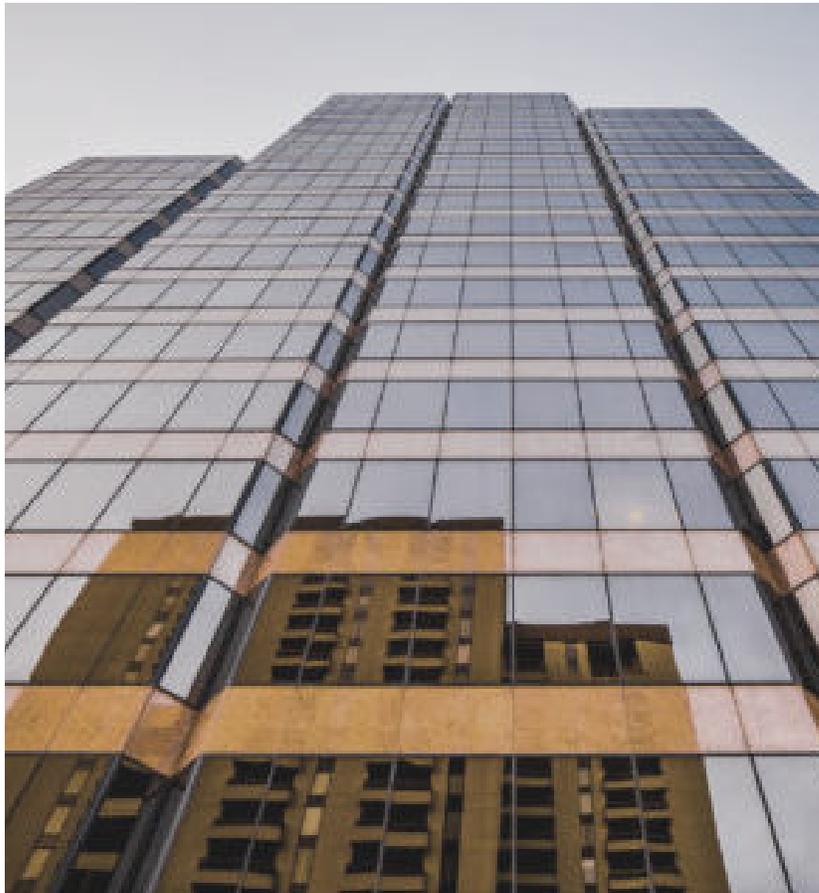
“I’ve contacted them as late as 8 p.m., and they still respond. They are on it. Their team was out by 11 p.m. that night,” Wilson said. “The turnaround is super fast.”

The APEX back office also provides excellent service, Wilson notes. The billing process is efficient and smooth, and she always receives an accurate invoice the day after services are performed.

“Nobody thinks about billing, but when you have to track down invoices to determine the tenant’s portion of a bill, it’s frustrating,” Wilson said. “We never have to worry about that with APEX. We don’t have to wait or question their invoices.”

Overall, having APEX on speed dial has helped Wilson remain calm during an otherwise stressful situation.

“I need to write them a thank you note,” she said. “They’re amazing, and we’ll probably use them forever.”



The Results



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