

Summer 2009

# RECYCLES



The Newsletter From Service Directions

## High-Tech Vans On The Way

SDI's new fleet of vans will really bring us into the new Millennium. With delivery expected in October, these service vehicles will be the ultimate in fuel efficiency and high-tech design.

With Ford's newly-developed in-dashboard computer system, our technicians will always know where any service problems

arise, and what parts are needed to repair them. The computerized inventory system will tell the driver if they have the necessary parts on board or if they need

to order them or pick them up from our warehouse.

SDI will be able to deliver service faster than ever with this new technology, and avoid wasteful trips back and forth to pick up parts, analyze machine problems



and determine what parts are needed to fix them. Our new vans are part of SDI's ongoing quest to serve our customers better. ■

### REAL ESTATE EXPO

Wednesday  
**Sept. 16th**  
Hotel Pennsylvania  
**Come visit SDI at BOOTH 5**



### NEW YORK ASSOCIATION OF REALTY MANAGERS

Hotel Pennsylvania  
7th Avenue & 33rd Street, New York, NY

## SDI GREEN TIP



## SDI Goes Electronic To Reduce Waste

Last month SDI sent out its last piece of Snail Mail! We are committed to reducing our waste stream and one of our main initiatives is to use electronic mail instead of printed material whenever possible.

Rather than printing and mailing this newsletter, we are sending it via email. And instead of printing and mailing dozens of informational tips, we have put a myriad of valuable, easy-to-access information on our website, SDILaundrySolutions.com, so you can refer to it whenever necessary.

Even our latest customer handouts are environmentally friendly; instead of printing out pages of information and handfulls of signs for each laundry room, we have produced informational videos that are accessible from the "Service" page of our website.

Thanks for joining our cause! We welcome your feedback and suggestions. Just email us at [info@servicedirections.com](mailto:info@servicedirections.com) ■

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219 Riverdale Ave, Yonkers, NY 10705

914-966-0677  
(800) 945-WASH (9274)  
Fax: 914-966-0953

service@servicedirections.com  
SDIlaundrysolutions.com



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youtube.com/watch?v=EIXDmyjehuM&feature=channel

## Back To School: Laundry Contracts Revisited

Becoming an educated consumer is the best way to protect yourself from making a bad deal, whether you are buying a stereo system or hiring a laundry company. Since most laundry contracts last for years, it's important to read the small print before you sign an agreement. Often, the details of a contract place valuable loopholes in the palm of the laundry company, and can leave property owners with a building full of unhappy customers.

Following are seven key points to look out for when considering your next laundry room contract:

1. *The "Right of First Refusal"* - Refuse to include this "Right" in your contract, because it puts all the advantage in the hands of the laundry company. Basically this clause allows your current provider to match any new deal you can find. If they do, you must renew their contract, even if you are unhappy with their service or machines.

2. *Excessive Renewals for Like Terms* - Translated into English, this phrase allows your contract to renew itself unless you terminate it within a specific time period.

3. *Service Guarantee* - Corporate-speak such as "Guaranteed nine consecutive business hour service" is designed to make a long time sound like a short time. If your machine breaks down on Friday afternoon, this phrase gives the laundry company until Tuesday morning to show up and fix it—since the next full business day is Monday.



4. *Guaranteed Daily Revenue* - Payment formulas based on ambiguous terms such as this are never a good income plan. Stick with a monthly fee or straight commission-based payment for a steady income stream from your laundry room.

5. *Commission Schedules* - Again, any payment timetable that sounds ambiguous probably is. Some companies pay buildings quarterly and many pay late. On-time monthly payments are what your building needs to help manage cash-flow and meet budget needs.

6. *Make, Model, and Condition of Equipment* - Be sure that your contract stipulates exactly what type and age of equipment will be installed in your laundry room.

7. *Replacement Equipment Option* - Never include this phrase in your contract. It allows the provider to automatically renew the contract for the original term if they replace all the equipment.

At SDI, we customize each contract to meet our clients' needs. We care about the ethics and principals of our industry and



will never include anything questionable in a contract. In fact, we invite you to call us if you believe that your vendor is using unethical or illegal contractual language in order to coerce or trick you into signing a contract that is not in your favor. Call us at (800) 945-WASH (9274) or email us at info@servicedirections.com to learn more about the do's and don'ts of laundry contracts or to have us visit your building and prepare a customized contract just for you. ■

## Upcoming Events

### **NYARM Real Estate Expo** **Wednesday, September 16th**

Hotel Pennsylvania  
Seventh Avenue & 33rd Street  
Manhattan

### **Bronx Manhattan North Show**

**Wednesday, October 28th**  
Split Rock Golf Club  
870 Shore Road  
Bronx

### **Council of NY Cooperatives Housing Conference & Expo**

**Sunday, November 15th**  
Baruch College  
Lexington Avenue & 24th Street  
Manhattan