



# At TD, Commitment Included in Contract



## TDIndustries' Facility Management Team De-Facto 'Part of the Staff' at St. Monica Church and School

In 2002, St. Monica Church and School signed a maintenance agreement with TDIndustries' Facility Management department. It was also the last time they thought about a new vendor.

For the past 16 years, TD and St. Monica have extended their partnership beyond a simple maintenance contract. For TD's team, it has evolved into a chance to serve.

"We've always had a good relationship with TD," said Debbie Diaz, the business manager for both the church and school. "We consider TD part of the staff; part of the group."

TD provides ongoing maintenance of both the church and school, but while the contract stops there, TD finds other ways to serve its customers. Tom Vines, TD's onsite facility manager, has served faithfully since 2009. His crew

### Why choose TDIndustries?

- Commitment to performing the job right consistently
- Vast array of trades allow quick response to any issue
- History of quality management of all operations
- Partners who take ownership of building's health and company's wellness
- Internal standard to go beyond requirements to meet customer's needs

# At TD, Extra Effort is Expected



has jump-started cars, set up fair equipment, prepped the buildings for the first day of school, and fetched stray tennis balls off the roof.

“It’s just part of our job,” he said. “We do little stuff like that all the time to help out.”

One Friday night, a parishioner was entering the church, and he walked straight through a pane of glass. He wasn’t injured, but it left the building unsecured. With a quick after-hours call, Vines and his team were back at work, boarding up the opening until the replacement arrived.

St. Monica has been in operation for 60 years. Combined with the school, the site includes a church, library, classrooms, rectory/church offices, preschool, family center, gymnasium, playground, cafeteria, and recreational field. More than 800 students attend the school, which hosts preschool through eighth grade.

St. Monica has plans to renovate its school in the next few years. TD’s knowledge with the renovation process, and the team’s experience with the building have proved valuable. Vines and TD suggested repairs and changes

to the plans to make the process as smooth as possible.

“Most usually have a liaison for these projects, but we did it for them,” Vines said. “We can do just about anything they need.”

TD’s secret to success is simple: frequent and excellent communication. Diaz and Vines talk daily, and Vines chats with the priests often. Meetings and investment in the facility help TD go that extra mile.

“We really feel like they’re working with us, not for us,” Diaz said.

TDIndustries has been committed to building and maintaining trusting relationships with all customers since 1946.

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**— Debbie Diaz,  
St. Monica Church  
and School  
business manager**