



Letter to the Editor...

Leased Laundry Service – Not a “Scam!”

Dear AOA,

I was disappointed to read a recent letter to the editor, in which an apartment owner described his frustrations about laundry service providers. Although I was sorry to hear about the purported problems he experienced, I believe the AOA publishing this letter, as written, was irresponsible and did its readers a disservice.

Just like in any business, organization, or family for that matter, there are good apples and bad apples. But, categorizing all laundry companies together and condemning an entire industry with statements like, “Leased laundry equipment is a scam...” seems as unfair as an angry tenant categorizing all apartment owners as slumlords.

Dale Alberstone, Esq. recently had an article published in your magazine that was informative, and was referred to briefly in the beginning of the letter to the editor. Mr. Alberstone’s article, like ones I have had published in apartment association magazines, went over items pertaining to the laundry service and multi-family housing industries.

Our articles covered some of the same subjects brought up in the owner’s letter, and were written with a similar intention...to help educate apartment owners. However, the articles were based more on facts than personal emotion.

Our industry has many dependable, honest companies, like ours, that have worked hard to build positive reputations over many decades. We work with thousands of apartment owners and property managers who appreciate our ability to ensure fast and dependable service, complete accountability and tenant retention/satisfaction. Those not inclined to own their own equipment recognize that our industry is not a “scam”, but instead provides a valuable service that saves them time and money while making their life easier.

You don’t just have to take my word for this: ask Dale Alberstone. The fact that a real estate attorney and property owner, with his experience and knowledge, has chosen to have a laundry company provide services at his properties for the past 22 years should tell you all you need to know.

We try our best to provide value and respect to every person we come in contact with. It isn’t just part of a company goal or mission statement, it’s also the right thing to do! Shouldn’t similar circumstances, such as deciding which articles/letters to publish in a magazine, command the same consideration?

John Cottrell
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