

# John Reddell Architects, Inc.

Architecture                      Interiors                      Land Planning

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Francis and Sons CarWash  
5020 E. Main Street  
Mesa, Arizona 85205

## GOOD NEIGHBOR POLICY

Contact Person:  
Jeff Francis  
Francis and Sons Car Wash  
(480) 390-9191  
[jeff@francisandsons.com](mailto:jeff@francisandsons.com)

On site concerns are directed to speak with the shift manager, if that concern is not addressed to the satisfaction of the customer / neighbor, the complaint shall be put in writing and forward to the on site manager and copied to the Contact Person. The on site manager shall follow up with the complaint by written response of the actions taken to resolve any issue. If action taken does not rectify the issue the customer / neighbor shall notify the Contact Person directly at the above number / email to be investigated by the owner and action taken with a follow up to the customer / neighbor. Part of the daily process of the employees is maintenance of the facility which includes a daily litter pick up and visual review to control the site in a presentable manner. Operation hours are from 7:00am to 7:00pm in the summer and shorter hours during the winter months.