



PROCESSING INSTRUCTIONS

TO: PROPERTY MANAGEMENT
FROM: REBELLO'S TOWING SERVICES INC.
RE: NEW PRIVATE PROPERTY TOWING SERVICE

Thank you for the opportunity to present our services.

PLEASE COMPLETE THE THREE FORMS ATTACHED AND RETURN AS FOLLOWS:

1. Complete the Rebello's Towing Services, Inc. (RTS), Private Property Towing Services Agreement; we will sign and return the endorsed original to you.
2. Complete the San Jose Police Department, Private Property Tow Application. For all other cities, do not complete the San Jose Private Property Tow Application.
3. Complete the Contract Setup Analysis, and enclose a check for the signs and San Jose Permit Fees (as totaled) from the form. You are required to have a sign at every entrance and exit to your property. We do not recommend these signs elsewhere on the property; other signage with other wording is acceptable.

OUR OUTSTANDING CUSTOMER SERVICE IS BASED ON:

- ✓ Drivers being paid wages, not commission. They have no vested interest in any one tow; they are performing a service for property management, not taking vehicles to feed their family.
- ✓ Our random drug testing, rigorous training programs, and intense supervision of our employees.
- ✓ Our dispatch center, which has 24-hour a day access to each specific account's information, including lists of authorized representatives who are able to sign for towing.
- ✓ Our Managed Parking Programs, which have been developed through years of experience and are designed to assist management in controlling parking problems.