



Maintenance Member Q&A

1. Your name: Scott C. Mercado
2. Company name: The Breeden Company
3. Number of years working with apartment industry: Over 20 years
4. What do you like best about your job? I get the opportunity to help and satisfy people while doing something I am very passionate about.
5. Describe a typical day at your job: Before the work day begins, my employees and I meet and I inform them of the schedule and tasks for the day. Throughout the day I check up on my workers to make sure they're staying on task and getting all their work done. We like to make sure to contact every resident prior to entering their apartment for service requests. At the end of the day we meet to go over all the tasks and make sure they were completed. I then follow-up with the residents, ensuring that all the work was completed successfully. Customer service is important to us so we always make sure all of our residents are satisfied.
6. Where did you grow up? Bronx, New York
7. Education: High School Diploma
8. Family: My wife for 21 years, Yvette, and my five beautiful daughters, Heather, Mariah, Samantha, Celine, and Kate.
9. What do you do in your free time? During my free time I enjoy volunteering for my church which consists of cooking and being a part of the volunteer crew for the construction of the new sanctuary. I also contribute to the decision making and building crew for the new temple as well.
10. What's one thing about you that few people know? Not many people are aware that I am a great cook. I love being in the kitchen and I am always finding something new to make.