

# Hamilton Place

## Condominium Association

November 6, 2009

Black Diamond  
748 Tek Drive  
Crystal Lake, IL 60014

Dear Black Diamond:

I would be remiss if I did not take the opportunity to write and thank you for three wonderful years at the Hamilton Place Condominium Association. This is the first time in a long time that I, as Property Manager of the Association, have received *compliments* regarding the plumbing and electrical work you have done for us since I started managing the property.

As a Property Manager, I am always extremely hesitant regarding contractors. It is too often that they do phenomenal work at the beginning, then become complacent and overly confident, and the quality of work plummets. This is not the case with Black Diamond. Every job I have called you on has been completed within 48 hours, and I am always treated as though you are prioritizing me above all other matters. I am consistently and constantly impressed with the quality of work, the knowledge of the employees and the expeditious manner in which everything is handled. As I mention above, not only do you save me complaint calls, which in my line of work are abundant, but I actually get compliments from homeowners about you.

Please do not hesitate to forward this letter as necessary to potential clients, and to give out my contact information as a reference for your company. I look forward to continuing to work with you for many years to come at Hamilton Place.

Very gratefully yours,



Kate M. Jarrette  
Property Manager  
**Hamilton Place Condominium Association**

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