

May 12, 2009

Edward Hutcherson  
CBMI  
5400 W. Rosecrans Blvd.  
Hawthorne, CA 90250

Dear Ed,

It would only seem appropriate that I should communicate with you when I am extremely happy with your service as I have done in the past when I was not satisfied.

You and your company have certainly gone beyond good service and I can see why CPC Management has chosen to use your services for so many years. I want to compliment both Mark and Lisa; they have made me feel that the DELPHI is a priority when ever we need you. I have called upon Mark a couple of times and though he must be very busy with his responsibilities, he has come through to solve issues by staying with it until he found the cause. I almost lost a resident due to a water squeal that no one could find.

Well today we are celebrating the fact that he found the shower head that was the culprit, causing a great deal of communication between me and the resident. I will be most happy tonight to be able to call him with the news that it is resolved. I may never tell him that it was a shower head however.

Lisa is so good at customer service she feels like a friend. How can such a pretty girl claim to be a plumber?

Marco is also very good on the job; he works well with our maintenance man and is willing to do his best to give us good service.

So sir, let me thank you personally for truly making The DELPHI a priority, as I am sure you do with others as well, but you need to know that it is working and you make my job easier because I can rely on CBMI.

Sincerely,

  
Judy Swanson  
Manager

DELPHI Apartments