



Management Company

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May 1, 2015

Greg Purdy
Black Diamond Service Contractors, Inc.
PO Box 231418
Encinitas, CA 92023

Der Mr. Purdy:

I wanted to commend you on a job well done completing the renovations of Alacima Homeowner Association's community pool area. I am already hearing positive feedback from the residents excited about their beautiful new amenity. In my line of work, it is rare to receive compliments, and I thought I would take this opportunity to pay it forward.

First and foremost, I cannot thank you enough for your patience working with the Board in selecting tile and decking finishes. I know our Board President can be demanding, but it seems you have surpassed even her expectations. She is the first to let me know if a contractor is underperforming, but in this case, you provided her that "only-client" level of service she desires. Simply being available and flexible made all the difference in the world. She is already looking for the next project for you to work on!

On my end, I appreciate that you "owned" the project. When one of my communities hires a project manager I expect that person will in fact manage the project. Far too often, as the community association manager, I get shouldered with these kinds of responsibilities while someone else gets paid. Once the contract was signed, you were our sole point of contact regardless of the stage of the project or the subcontractor involved. Work was scheduled and billings were received in a timely manner. Project updates were all clearly communicated. All this and the final product looks great! Alacima's pool area renovation is now among my standards for how a project should be run.

Thank you again for your excellent workmanship and service.

Sincerely,

Andrew Sheldon, CMCA
Senior Community Association Manager