

Patrick Gatewood  
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Blacksburg, VA 24060  
(540) 226-0794

February 11, 2016

Jessica Anderson  
Leasing Consultant  
The Edge Apartments and Townhomes  
CMG Leasing, Inc.  
321 Edge Way  
Blacksburg, VA 24060

Dear Ms. Anderson:

I recently had my garbage disposal fixed by Scott Garrett as per a maintenance request, and I would like to formally commend Scott on the quality of his work.

Scott came to my apartment the day after I submitted my request. He assessed the damage and quickly got to work cleaning the food waste that had blocked our disposal. After thoroughly removing everything, he took the time to write us a list of tips to prevent further issues and talked to me about what had happened. Scott was very friendly the whole time, and he made me feel like the maintenance crew actually cares about our well-being.

In addition, thank you for following up with me after the job was completed. Everything is working great, and Scott left us a door tag as per policy even though we talked directly. The repair was definitely completed to my satisfaction, and if I need any repairs in the future, I am confident that they will be high-quality.

We will be using the tips Scott gave us to ensure we run into no further issues. I really appreciate the extra effort Scott put into our repair. He is a model employee; it does not go unnoticed. Keep up the good work.

Sincerely,

Patrick Gatewood