

Mike Nelson  
Excalibur Group, LLC  
Lilburn, GA

Dear Mike,

We just wanted to take a moment to let you know how much we appreciate the service you and your staff have provided to us over the years. As you are aware, you have managed at least one property (sometimes more) for us going back to the early 1990's. There has never been a time when we were less than completely satisfied with any and all aspects of your service. Everything from receiving statements (and more importantly, \$\$\$) on time, to controlling the costs of necessary maintenance and repair work, to keeping the property rented and occupied, we simply know that we don't have to concern ourselves – you and your folks will take care of our property. All services are carried out efficiently, effectively and professionally, and we always feel that our interests are being protected.

You've even gone above and beyond the call on several occasions. Dealing with a rather unpleasant neighbor a few years back comes to mind, as well as more recently when we contacted you for advice on evaluating property management companies here in North Carolina.

It is easy to take something for granted when it simply works the way you hope it will on a continuous basis. The fact is, as the world grows more complex it becomes harder and harder to find the kind of service your company provides, especially in the demanding area of property management.

Perhaps the highest and simplest compliment we can pay you is to say that we would not hesitate to recommend Excalibur to anyone in the market for your services.

Thanks again for all your good work on our behalf.

Joe & Nancy McCoy  
Statesville, NC

P.S. – Feel free to share this letter with prospective clients, or to give them our name and number as a reference.