



10/07/14

The Sanctuary Condominiums at Rock Cut
PO BOX 2756
Loves Park, IL 61111
Mike Rentmeester, President

Andy's Professional Landscaping and Garden Center
4035 Perryville Rd.
Cherry Valley, Illinois 61016

Amy,

Too often customer / client communications resolve around the negative so I wanted to take a moment to thank you for working so closely with us, just because.

You've been very helpful and accommodating by taking on so many special landscaping requests over the past years. You've worked directly with "the Board" and our individual unit owners developing landscaping plans & changes. We find it very helpful when we're presented with a drawing from you as we know the work will be done correctly and to the high standards we've become accustomed to within our association. It makes our job easier when reviewing and approving!

I realize that we can't please all the people all the time but when we've had questions, special request or even opportunities you've been very responsive, patient and willing to listen to and understand our requests or concerns.

You have been very consistent and methodical with the routine tasks of mowing, trimming and with the snow removal over the winter too.

I truly appreciate our business relationship and know you're in this for the long haul, striving to meet and exceed our expectations. We look forward to continuing to strengthen our business relationship for years to come.

Respectfully,

Mike Rentmeester 10/07/14

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