

To whom it may concern:

I am the President of a condominium complex in Westbrook Maine that sits on approximately 25 acres of land. We have 6 buildings that house a total of 40 units. We have a main drive as well as separate roadways leading to the 6+ parking lots for our owners and residents.

We hired Diamond Landscaping, LLC more than 6 years ago to provide the lawn care and snow removal services. Throughout all of the differing winters and summers we've had, I can only say that Diamond provides excellent service. Our lawns are very well groomed and we receive many compliments; during the winter, they maintain the roadways, parking spaces and walkways/stoops in all conditions in the same excellent way. When there have been any issues that have arisen, I contact the owner, Kurt Shangraw directly and he immediately takes care of it. I never have to call back twice or chastise him for doing a poor job. He simply doesn't work that way.

I have found in working with Kurt and his team that they are there to serve us and are very concerned with how we feel about those services. They don't complain, they just do the work. We pay for this service and we expect good service. I have never questioned that we aren't getting that service and I've found we received more than that.

The response time to each seasons deadline are met; the winter storms are dealt with in a timely fashion and they always come back as many time as they need to, to make sure the snow is plowed, even when the owners and/or tenants do not cooperate.

Our association is managed by Emerald Management and the owner Deb Shangraw is the mother of Kurt Shangraw. Never has that relationship interfered with Kurt's performance or my ability to address Kurt directly. They are two separate and distinct companies and whether I deal with Deb or Kurt on changes I'd like to see or if I need him to come back, I am treated professionally, with courtesy and no complaints. We've never had any issues with the two entities serving our association and being related. They both understand the line of professionalism and the services each must provide. It's been a win/win for us.

I highly recommend Diamond Landscaping, LLC, Kurt Shangraw for any complex for the types of services that I've described above.

Sincerely,



David Stigile, President
Juniper Lane Condominium Association
2014