

T. Rogers & Associates, Inc.

September 20, 2018

Ms. Darcy Waters
Carlton-Gray Systems, Inc.
206 Haley Road
Ashland, VA 23005

Ref: Brookshire Commons Owners Association, Inc.

Dear Darcy,

I am writing to commend Carlton-Gray Systems for outstanding work and customer service. It has been a pleasure to work with Carlton-Gray over the past 14 years. The level of commitment has always been high. The highly trained staff are cordial and very hard working. Coleman's dedication to getting the job done right the first time is why we do business with you.

One example of the commitment to customer service has been working with us through the Verizon line failures. It took multiple phone calls and onsite meetings to get a resolution and Carlton-Gray Systems was right there with us. Carlton-Gray provided us with support, professionalism and technical expertise which led to Verizon applying a large credit for the line failures to Brookshire Common's account.

The Carlton-Gray staff and Coleman are excellent to work with and I look forward to continuing our relationship. I appreciate the work you guys do for Brookshire Commons Owners Association, Inc. I know when I work with you – it always gets done right. Thank you to your crew at Carlton-Gray for the professional work ethic and dedication displayed. You guys deserve to be commended at the highest level.

Sincerely,



Miriam M. Martell, CMCA®, AMS®
Association Manager/Agent

Cc: File