



6787 LANDING WAY SOUTH

MEMPHIS, TN 38115

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Date: July 13, 2012

To: Whom It May Concern

Re: Professional Carpet Systems

The Landings Apartments would like to thank Professional Carpet Systems for doing an exceptional job on the property when called out. I have been the Property Manager for the Landings for 8 1/2 years and used many carpet cleaning companies. I have never received such wonderful customer service starting with Curtis Huddleston and his technicians. Everyone has been very professional since day one and I can honestly say that as long as Professional Carpet Systems in business; no matter what property I manage they will receive my highest recommendation. Their work is surprisingly neat when the job is completed and if there are any issues, they correct them immediately.

Curtis and his team communicate in a timely manner with me and my staff. All emails are responded to, phones calls are always answered and confirmation appointments are always on time. Professional Carpets has always been honest with me in regards to making necessary repairs although I may not have wanted to hear it, the truth was always told.

I am satisfied with the rates for the type of service that is performed, the customer service is awesome and the professionalism of the entire staff and quality of work received from Professional Carpet is phenomenal.

Sincerely,

Trina Miller

Property Manager

The Landings Apartments