

Nicole,

I wanted to drop a note on the level of service I received at Borrego Apartments recently; My Account Representative is Mark Loss.

I have been in this property on several occasions reviewing my options for a place to call home. As you know the economy has placed a strain on company financials and its most valuable assets, the employees. As a consumer just like you, I judge the level of service by effectiveness and consistency of the employees on every visit to Borrego property it has always been clean, organized, and friendly. This in my mind is a true testament to your leadership and professionalism. To give you an example of what I am talking about is one of your competitors located in Gilbert stated some derogatory comments in the way you do business, I didn't think it was appropriate and indicated to them that it was inappropriate. When I mentioned this information to my Account Rep about my experience at competitor, Marks response was handled in a professional manner and sounded something like President elect Obama would have said, something like 'their might be a fundamental difference'....I don't remember it all but it was good. Just thought you would like to know how your team was doing.

Andy