

To: Mr. Dan Regan - Windsor at Mountain Park Ranch Manager

From: Marc and Sheila

Date: September 23, 2008

RE: Tara Underdown

Hello Mr. Regan,

Sheila and I have been residents since the Windsor was the Preserves. So, we've been residing here since about 2002. Over the this period of time we have interacted with many of the fine people that have been working in the office. We just recently moved and as you probably know moving can be a very hectic and stressful experience. Well, Sheila and I wanted to take this opportunity to let you know that Tara helped make the coordination of our move very smooth and stress free. I also want to note that whenever we dealt with her in the past that she was always very helpful and professional. She would always go the extra mile to make sure we were very well taken care of.

Both Sheila and I are in the Service industry and recognize how important good customer service is to the success of a company. And in this day and age its still hard to find people committed to providing excellent service. So, when you find someone who does we believe it is important to recognize them. So, that is why we wanted to write you and let you know that Tara is that kind of person and she is providing exemplary customer service.

Thanks,

Marc and Sheila
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