

November 22, 2005

Mr. Kevin Brennan  
EXPERT PLUMBING Service, Inc.  
1020 Star Lane  
New Lenox, IL 60451

Writer's direct line: 630-218-7359  
Fax: 630-218-5270

RE: Outstanding Service

Dear Kevin:

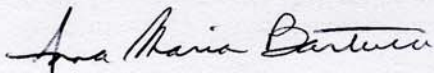
Bring up the subject of plumbing and plumbing contractors, and most people would rather run in the other direction. Generally speaking, the trades do not have much to offer, nowadays; especially anything that sets them apart in any way. Your company, however, is the EXCEPTION...as in *exceptionally* prompt, efficient, and reliable service...as in *exceptionally* accurate diagnosis, precise follow-up, and subsequent creative solutions that fit the pocketbook, as well...and, not least of all, as in *exceptionally* courteous, friendly, and helpful personnel.

I have been working with you almost two years, if memory serves me, and how I got to know your service was when you were assigned to a particularly difficult canopy leak at one of my shopping centers. This was a project to which I had sent numerous contractors over a two-year period, yet no one could solve my problem. I cannot accurately account the time, energy, and monies expended on this one issue. In desperation, we decided to give it one more try, and thankfully so---your personnel resolved the problem permanently, in just one visit!

So impressed by this performance, I started requesting your service on a regular basis, and as you well know, I manage many a challenging property that have been keeping you on your toes. When it comes to plumbing, I never have a worry, because I can depend on EXPERT (a name that perfectly describes your company!) getting the job done and doing it well! THANK YOU for all your efforts and follow through---I do not exaggerate when saying that you are probably the most professional, friendly service I deal with in my work. HAPPY HOLIDAYS to all the wonderful staff at EXPERT!

Sincerely,

INLAND COMMERCIAL PROPERTY MANAGEMENT, INC.



Anna Maria Bartucci  
Senior Property Manager / Tenant Relations Manager