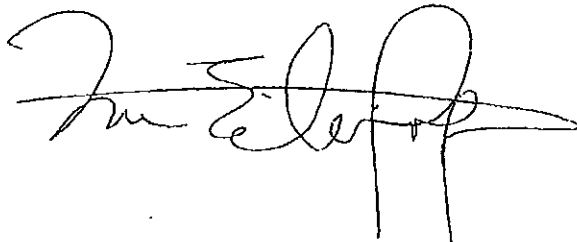


March 17, 2006

Dear Dan and Dave:

Thank you for maintaining the apartment I live in so diligently. Whenever I have had a problem, you have been easy to reach and fix the problem immediately. I appreciate the fact that after you took care of my pest control problem, you called me to make sure the pests were completely gone. The group that you sent to get rid of the pests was very professional and efficient. I am pleased to say that I have not had any pest problems since.

Thank you,
Tania Cienfuegos

A handwritten signature in black ink, appearing to read 'Tania Cienfuegos', written in a cursive style. The signature is positioned below the typed name.