

6-12-02

RON

I FEEL THAT I MUST WRITE YOU THIS LETTER. AS YOU ALREADY KNOW, MY WIFE AND I ARE EXTREMELY HAPPY THAT WE MOVED HERE A YEAR AGO. WE, ALONG WITH MANY PEOPLE THAT I KNOW HERE, WERE FRUSTRATED AT TIMES WHEN IT CAME TO GETTING THINGS DONE.

HOWEVER SINCE YOU BROUGHT CARRIE HERE, IT IS REMARKABLE HOW THINGS NOT ONLY GET DONE, BUT THEY GET DONE QUICKLY. WE HAD ONLY ONE BIG PROBLEM (SPRINKLER SYSTEM), SHE, ALONG WITH PATRICK, TOOK CARE OF IT QUICKLY AND PROFICIENTLY. SHE IS A REAL PLEASANT PROFESSIONAL. YOU ARE LUCKY TO HAVE HER. DON'T LET HER GET AWAY. EVERYONE AT THE FAIRWAYS, TO WHOM I HAVE SPOKEN, FEELS THE SAME WAY. MORALE HAS CLIMBED TREMENDOUSLY.

Sincerely

MARVIN AND MICKEY

SCHWARTZ

#2 BALTUSPOL DR 407-7276

SPECIAL KUDOS TO PATRICK. HE HAS ALWAYS BEEN SUPPORTIVE AND HELPFUL. WE CONSIDER HIM OUR FRIEND. YOU MAY REMEMBER THAT HE WAS OUR SALESMAN BUT HE'S MUCH MORE THAN THAT. HE HAS GONE BEYOND THE CALL OF DUTY TO HELP MICKEY AND ME, ALWAYS ALL WAYS.

ALL OF YOUR STAFF HAS ALWAYS ~~BEEN~~ ~~ALWAYS~~ ^{BEEN} PLEASANT TO BE AROUND, NANCY, TOO.

6-15-02

Don

I feel that I must write you
 this letter. As you already know
 my wife and I are extremely happy
 that we would have a year ago. We
 agree with many people that I know
 there were frustrated at times when
 it came to getting things done.
 However, since you know the
 way, it is possible for you to
 not only get things done but they
 done properly. We had only one
 problem (sp. for system) and we
 with Patrick, took care of it quickly
 and efficiently. There is a real
 great professional you are
 looking for here. Don't let her
 get away. Everyone at the family
 to whom I have spoken, feels the
 same way. Many have shared their
 concerns.

Thank you for taking
 the time

A professional in the
 special care to Patrick. He has
 always been supportive and helpful. We
 could not find the right person for
 that. He was our salvation and we know
 how much that he has done for us.
 The call center to find Patrick was
 the answer. All of your staff are always
 available to be around, and we
 appreciate it.