

EMAIL**From:** Shane Mittman**Sent:** Wednesday, December 10, 2014 12:02 PM**To:** Joe Garcia; Duff Broeker**Cc:** Robert Mittman**Subject:** Compliments

Dear Joe and Lou,

My husband and I are tenants at City Limits Circle in Emeryville. We've been very impressed with the renovation work that's been done in our complex by your teams. It's quite amazing to have such courteous staff who take responsibility and pride in their work so consistently. We felt very well taken care of and experienced everyone as friendly and accommodating. The clean-up they've done every day is astounding!

I'd like to particularly praise Deanne and Lu. It's rare to be on the receiving end of kind, professional communication and follow through these days and we have been with Deanne and Lu. They made a commitment to complete the work on our inside windows by a certain day. They called to let me know they had a delay which was to set them back one day. Due to our schedule and commitments, this was not going to work for us. I expressed this with Deanne and she conveyed to Lou. I received a call from Deanne (I was out of town) later that day to let me know the work had been completed on time, as agreed. It was a relief and so appreciated!

I had the most contact with Deanne. I found her lovely, professional and reliable to her word. Lu was her contact 'in the field' and I fully appreciate his management that facilitated keeping our agreement. I met him when he dropped off our house key this week and he was also very kind and professional. You have two exemplary employees in them. I hope you appreciate them well!!

Warmly,

Shane Mittman