



March 31, 2003

Kent of Naples, Inc.
Attn. Melissa Wood
1012 Goodlette Frank Road, #200
Naples, FL 34102

RE: Imperial

Dear Ms. Wood:

We just wanted to take a moment to thank you for your care and attention to our account. Not only are we most pleased with your performance since you took over this account but we are also extremely satisfied with the current staff at our gatehouse.

We have received several compliments from the residents commending the current staff on how professional they look and act, and what a great job they are doing. The residents enjoy returning to the property and being recognized by the staff. In addition, they appreciate the smiling face and happy personality of the staff, particularly on the day shift.

It is a pleasure working with professionals. Not only does it make life easier for me but the residents really appreciate the attention and care that is given to them and their property.

Kudos to you and your staff, and please, keep up the good work.

Sincerely,

A handwritten signature in black ink that reads "Scharlene Gramenz". The signature is written in a cursive style with a large, looping initial "S".

Scharlene Gramenz, CAM
PBPM Office Manager