



December 1, 2003

Mr. Gil Neuman
14600 Biscayne Boulevard
North Miami Beach, FL 33181

Dear Gil,

I just wanted to bring to your attention that two of our night guards, Alberto Gonzalez and Fernando Rivera went above and beyond the call of duty recently. As you know both guards have been with the Imperial for a very long time and we feel very fortunate to have them here.

Last month, Gonzalez was in the lobby hallway doing his rounds when he smelled smoke. He immediately located which apartment it was coming from. He tried to wake the residents inside to no avail. He ran out of the building, up some stairs and jumped over a wall in an effort to find the cause of the smoke. What he found when he looked through the sliding glass doors was a pot on the stove engulfed in flames. He entered the apartment through an open sliding glass door, extinguished the flame, went upstairs and woke the resident, thus averting a certain catastrophe.

Also last month, Fernando assisted an elderly resident that had fallen down in her apartment at 4:00 a.m. I have attached a letter from the daughter of the lady that had fallen.

Too often, we only hear negative stories or complaints and I thought it only appropriate to pass along these two incidents to you regarding your fine staff.

Sincerely,

A handwritten signature in black ink that reads "Susan".

Susan Delano
Property Manager

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