

May 22nd, 2009

Christone Enterprises Property Management  
125 W. 1<sup>st</sup> St  
O'Fallon, IL 62269

Dear Management and Staff,

Three years has come and gone to quickly...that is in large part to the wonderful people that work at your property management office. Having never been to the area before, it was my luck to call your office my first day in town.

That first day, my family was shown several properties that met our requirements and the agent provided first class service with a smile...never trying to redirect us to a property that was outside what we wanted. After choosing the house at Timber Creek that first day, the owner, Chris, personally met with me to review the contract and explain everything in detail, ensuring both the owner and myself were covered.

As with any house we had our small problems...all of your super maintenance staff took care of...always going out of their way to fix our problem at OUR convenience. Thank you.

Bottom line is that you are a first class organization with first class people that truly go the extra step to provide customer service. We treated our rental house with care...because it was our home for three years. The great thing is so did you.

Please provide this letter to any potential customers...they need to know they are getting the best if they choose Christone!

Warm Regards,

A handwritten signature in black ink that reads "Mike Christian". The signature is written in a cursive, flowing style.

LTC Mike Christian