

MARCH 29, 2005

TO: BOB ALBERT

FROM: MARY KERBLE

SUBJECT: RECENT HELP WITH 7 ABERDEEN # 3

LAST WEEK, I HAD A PROBLEM WITH 7 ABERDEEN # 3.

A PERSON CLAIMING TO BE FROM THE MANAGEMENT COMPANY USED A KEY TO OPEN THE DOOR OF # 3. THE # 3 TENANT WAS HOME, CALLED ME, AND I CALLED ALBERT CORP.

I AM WRITING TO EXTEND MY SINCEREST GRATITUDE TO YOUR STAFF FOR THE EXCEPTIONALLY PROFESSIONAL AND EXPEDITIOUS MANNER IN WHICH THEY ADDRESSED MY PROBLEM.

DARRITY AND TARA LEFT NO STONE UNTURNED IN THEIR SEARCH FOR RESOLUTION OF MY CALL.

PLEASE EXTEND MY GRATITUDE TO DARRITY AND TARA, AND YOUR ENTIRE STAFF, FOR THEIR ASSISTANCE.

SINCERELY,

MARY KERBLE