

The Albert Corporation
10Harvard Square Suite 2 Brookline MA 02445
Fax (617)277-5079

October 19th, 2007

RE: **85 Brainerd Road #209 and 85 Brainerd Road #TH10** Allston MA 02134

Dear Albert Corporation,

I am writing this letter to express our thanks to Ryan Gleysteen for all his help and patience with our new apartment in the complex #209, as well as our residence in TH10.

Ryan has been very helpful and accommodating to our multiple requests. We understand there are several units in the same complex and he has done what is possible to get us help and solve our units' problems.

I think it is important to have people like Ryan providing really good care for where we live. We have to let you know so this doesn't go unrecognized and your corporation could encourage this type of service orientation to all residents from your staff.

I may also add that Ryan is very responsive to even night emails. We had received at least an acknowledgement from him even if our messages/emails are sent to him at 11pm.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ana Cheaz', with a long horizontal flourish extending to the right.

Ana Cheaz
Digna Cheaz
85 Brainerd Road #209 and TH10
Allston MA 02134
Tel (617)730-9729