

Steven Saunders
68 Lavergne Street, Apt. #3
Ottawa, Ontario
K1L 5G1

March 18, 2004

Dear Evan,

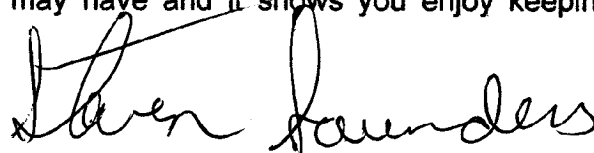
I have been living at 68 Lavergne #3 for several years now and I wanted to let you know how much things have changed for the better since you bought the building this past spring. As you know, I live with two boarders and we have all been very pleased with the improvements.

We are very grateful for the time and money you have invested in our home. New garbage cans and garbage containers and your regular ground maintenance efforts really show your interest in keeping the property looking good. Providing all the tools and materials when we expressed interest in painting our apartment was also greatly appreciated.

Your repairs, performed without delay, have also been a pleasant change. The kitchen faucet you fixed continues to work well and the new bathroom faucet you installed is a pleasure to use.

It has been a delight dealing with you. You continue to respond quickly to any issues we may have and it shows you enjoy keeping you tenants happy.

Sincerely,

A handwritten signature in black ink that reads "Steven Saunders". The signature is written in a cursive style with a large, stylized 'S' at the beginning.