

***Raymond & Claire Poirier***

*51 Jolliet Ave., Apt. 2*

*Ottawa, Ontario*

*K1L 5H3*

May 1, 2005

Dear Evan,

Although we are eager to finalize the purchase of our first home and begin settling in, we are also sad to leave our apartment.



Beechwood Village is certainly a great neighbourhood. We both grew up in the area, and we will miss being so close to the ByWard Market, downtown Ottawa, and all the surrounding amenities.

You responded quickly to our maintenance requests, new weather-stripping for instance, and to our suggested improvements, such as the redesigned bottom step for the rear stairs. Your building renovations were also appreciated. The lobby looks great after fresh paint and a new floor.

In addition, we are grateful for the way you dealt with the disruptions from a neighbouring unit. We were very happy the situation was resolved so swiftly and effectively.

Finally, your professional approach to showings has resulted in an efficient, hassle free and pleasant experience. Having the apartment rented so quickly, with so few visits, has allowed us to focus on the upcoming move without being distracted by visitors coming to view the apartment.

Sincerely,

  
\_\_\_\_\_  
Raymond Poirier  
\_\_\_\_\_  
Claire Poirier