

November 20, 2004

L. Cramer & Associates Property Management and Realty Company
1625 SE 47th Terrace, Unit #3
Cape Coral, FL 33904

Dear Lisa and Friends,

It is my pleasure to provide you with a Letter of Recommendation!

I am a real estate investor who is building up an inventory of rental properties. I have worked with a total of seven property management companies so far, in Florida and in other states. Overall it has been a very mixed bag, mostly ranging from nonexistent or poor, to mediocre, to OK. However, there is one group of people that has stood out as *far* better than all the rest – and that is Lisa Cramer and her colleagues!

I live in California, and so a good property management company in the Cape Coral area is critical for me! The management company must not only handle the business side of things, but also be my eyes and ears for everything that goes on with a property.

I first started working with Lisa and her associates in May, 2004. A single family home I had purchased in Lehigh Acres had been vacant for over a month, when my pre-arranged company pulled out of the area, and the designated successor company couldn't begin to fill the vacuum. After a number of calls to the realtor, I found out about Lisa.

Lisa, along with Trish Connelly and Pearl Taylor, were like day vs. night. I had a lengthy conversation with Lisa, and my first impression was that she would do an excellent job – which certainly proved to be true! Lisa got back to me immediately, checked out the property, and did everything I needed. Trish and Pearl were great! Trish found out that the front door had been left unlocked (while supposedly under management). The washer, dryer, and window shades had been stolen! I was very concerned, but Trish found replacements at a very reasonable cost, and got everything squared away. I had a renter within a few days!

Later, when Lisa left the company she had been working for, I had a hard time tracking her down. Finally I did – just in time for her to manage my next property, a house in Cape Coral. I was certainly not surprised that she had founded her own new company with the same core team! It was a smart business move, both for herself and her colleagues, as well as for her customers. That was the good news. The bad news for me was that I closed on the property just before Hurricane Charlie struck the area!

The hurricane was truly a difficult time for all involved. However, as an out-of-state investor, I was *amazed* at the way Lisa and her people handled the situation. Their office was so badly damaged that it was unusable. However, they immediately set up temporary shop, and went to work on their client's properties. Their Field Representative went out to my house within a few days after the storm. There had been some fairly serious damage. However, believe it or not, the Field Representative had everything *repaired* within about a week – at a surprisingly modest cost (well below the insurance deductible) – and Trish located a tenant for me almost immediately. I remember telling Trish at the time that this

storm would really test a property manager's mettle. These folks came through with flying colors!!

I have another rental property in the area managed by a different company (set up prior to finding out about Lisa's company). Well, after the hurricane I tried to reach that company many times, and left messages that were not returned. Finally, I got a phone message a month or so later (long after they had sent me a bill for a "hurricane walk"). What I found out then was that the minor repairs needed were "way down on the list."

I am really impressed with Lisa, Trish, Pearl and the rest of the team, to say the least!

In the last month, I closed on two more Cape Coral properties. However, based on the recommendation of my financial advisors, I am strongly thinking about flipping them. Trish knew that I had these properties coming up. I told her that quite honestly I might not rent them, and therefore might not need her services for this round. Nevertheless, she offered to pick up the keys, do the walk through to make sure everything was finished, keep the lawns mowed (billing me on my other house), and generally keep an eye on the new houses until I made up my mind. I should add that Trish has not put any pressure on me to rent out the properties, but is cheerfully willing to work with me no matter what I choose.

I have to say that I am really floored by Lisa, Trish, and company, and their willingness to go above and beyond the call of duty for their clients! (With many other companies you can barely get them even to *do* their duty.)

I am in the process of purchasing several other properties in the greater Fort Myers area. Some I may retain as rentals, some I may sell. *I wouldn't even consider using anybody other than L. Cramer and Associates for my property management!!*

I have talked with a number of realtors and businesspeople in the area, and have always told them how highly I regard Lisa and her colleagues. I give L. Cramer and Associates my highest and heartiest recommendation!

Feel free to use me as a reference. I would be happy to share my experiences with one of your potential clients over the telephone or email. You have my contact information.

Lisa, Trish, Pearl, and friends, I wish you great success. You deserve it. Thank you very much!

Sincerely,

A handwritten signature in cursive script that reads "Patrick Russell".

Patrick Russell