

Sol A Cohen

22nd February, 2007

Ms Shirley De Villeneuve
EPS Property Management
PO Box 311
Neutral Bay NSW 2089

Dear Shirley,

It is now several months since my decision to offer you and your team to take on the property management of the property at Chatswood.

I am writing to express my appreciation of the way you managed to use diplomacy, firmness and some patience in converting a rent defaulting tenant into a compliant one.

I should also add that I am impressed with the promptness and professionalism by which the call for blinds repair and that of the garage door were responded to.

As your newsletter repeatedly "promises", I am now able to have my weekends back.

Thanking you and kind regards,

A black rectangular redaction box covering the signature of Sol A Cohen.