

Eric,

First of all I need to thank my former tenant for referring you to me when I so desperately needed a good manager.

She couldn't have made a better referral.

You were hesitant to take the job, however, after our conversation regarding my situation, you agreed to take the responsibility of managing the building I inherited after the loss of my husband. As a new widow, I was quite perplexed as this was my first experience of owning property of this magnitude. You not only managed the building, you guided me and helped me to understand what needed to be done. You helped me through the very difficult situation with the "tattoo artist" who occupied one of the units and sometimes encountered dealings with the police department because of the actions of this tenant.

When I decided to sell the building, you became my Real Estate Broker and after much time and effort, you sold the building.

Even though the buyer was very difficult at times and required many hours of your time, you still hung in there and made it happen.

You were absolutely amazing and I don't know what I would have done without you. You were always there for me, always returned phone calls or emails in a very timely manner. You were Honest and Sincere and always up front with me. You were gentle when I felt overwhelmed, and advised me when I needed advise. You stood by me as a personal friend although we have never met in person.

Eric, I can never thank you enough for getting me through this situation. I am now free of this burden and all because you worked so diligently to get the job done. I am so thankful for you and all you did to help me.

Best Regards,

Nancy Vanderplas