

August 11, 2009

Curaflo
23400 Commerce Park
Beachwood, OH 44122

Re: Dean and Crew

To Whom.....

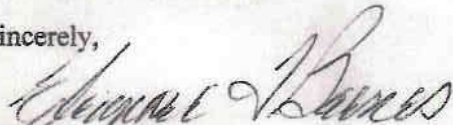
I am a retired woman who, along with my shi-tzu pup, "Bandit", make our home in an apartment in the Fort Worth complex known as "The Steppes".

For the past couple of weeks, come rain, shine or blistering heat, your men (Curaflo) have been working on the faulty water pipes in this complex. I'm sure they are well compensated for the work they do but after meeting and chatting with several, I feel obliged to let you know how I feel.

To date, they have been most professional, courteous, and thoughtful to have in our company. When I first heard of the work about to be done, I just knew that it would be insufferable around here for the next month.....how wrong I was.

A big thank you to these men for taking a few moments to ease an old woman's mind with their thoughtfulness and understanding.

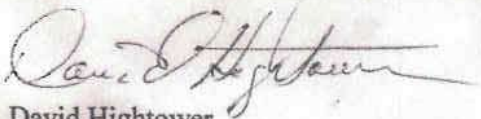
Sincerely,



Eleanore I. Barnes

Fort Worth, TX 76116

P.S. I, too, want to applaud the men sent to do this job. They seem to realize the discomfort a job such as this can be for the tenants and have gone out of their way to ease any difficulties we could encounter.



David Hightower

Fort Worth, TX 76116

ACI Steppes Office

Dean