

*The Plaza  
on DeWitt*

Mr. Steven P. Levy, President  
Sudler Property Management  
875 N. Michigan Avenue #2600  
Chicago, Illinois 60611

December 11, 2009

Dear Steven:

I want to personally thank you on behalf our property owners for the prompt extraordinary service that you gave us during this time of stress.

Sudler Property Management's team was fully prepared and flawlessly implemented evacuation and restoration efforts at the Plaza on DeWitt at approximately 1:00 a.m. on the morning of December 10, 2009 when a fire started on the 36<sup>th</sup> floor. Within 30 minutes of the onset of the fire, in addition to dealing with emergency personnel, Sudler had assembled their entire senior management team - from the company's president, and several senior managers to building management and staff - and had all activities underway or ready for implementation once the fire department permitted access.

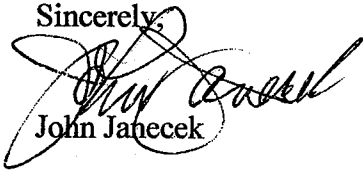
Most surprising was that Sudler's ClientAdvantage™ vendors were at the building within a half-hour as well, braving sub-zero temperatures and wind on the coldest day yet of the season to begin restoration or repair of electrical, plumbing, elevators and other critical elements. Furthermore, those professionals had dropped all other activities to provide these services and remained throughout the night and into the following days to assure all needs were satisfied.

I'm particularly grateful to Jenny Kobzarev, the on-site property manager, whose fast and effective action successfully evacuated residents, coordinated all emergency needs and led the restoration activities. But, really, all Sudler's personnel and vendors share the accolades. Not only were Sudler's senior managers on site for the entire night, but all were engaged in worthwhile activities, from assessing operational needs to providing temporary shelter at local hotels for residents who could not return to their homes. ABC7 News

reported that, "Building residents credit fire fighters and Building Management with swift action." The report also mentioned that, "Sudler Property Management quickly implemented its building evacuation plan and disaster plans that improved the situation and that those actions were also praised by Fire Commissioner John Brooks." No requirement – no matter how small – was left to chance and all needs were anticipated and expertly handled.

Sudler's claim is 'We promise. We deliver.' In this case, you and Sudler proved this is more than just a slogan but a way of doing business that provides substantial benefit to your customers.

Sincerely,

A handwritten signature in black ink, appearing to read "John Janeczek", written over a circular stamp or seal.

John Janeczek

President of the Board