

HINSHAW

& CULBERTSON LLP

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Mr. Steven Levy
Sudler Property Management
875 North Michigan, Suite 2600
Chicago, Il 60611

ATTORNEYS AT LAW

222 North LaSalle Street
Suite 300
Chicago, IL 60601-1081

312-704-3000
312-704-3001 (fax)
www.hinshawlaw.com

Re: Performance of Sudler at Plaza on DeWitt

Dear Mr. Levy

Over the past week and a half I have had significant contact with Sudler building management at Plaza on DeWitt / 260 East Chestnut in relation to the investigation of a fire which occurred on December 10, 2009. The Sudler supervisor, building manager and her staff have done an outstanding job in responding to the tremendous demands that have been made on them at the building. They have worked professionally and tirelessly in handling each issue which has arisen. These increased demands have occurred while they, themselves, are dealing with the losses and heartbreak that have affected the residents of the building about whom they obviously care significantly.

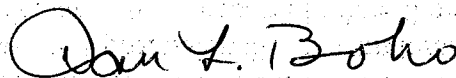
These emergency circumstances cause building management to have triple responsibilities: their normal building management job, demolition and reconstruction, and responding to investigators and fire officials looking into the fire. At each stage those demands have been met with conscientiousness, speed and courtesy.

Lead Sudler corporate personnel have been involved in some of my key interactions at the building. The corporate resources are crucial in an emergency and they are fully available. The Executive Vice President, Dean Lerner, has been very level-headed and resolution-oriented.

This entire episode has been a difficult challenge to residents and building management. You should be heartened, however, by building management's performance under pressure. I have heard similar comments by board members from the condo association. It is an honor to work with these people in sorting through the pressing issues in front of us.

Yours very truly,

HINSHAW & CULBERTSON LLP



Dan L. Boho

dboho@hinshawlaw.com
312-704-3453

DLB:sk