

**General Growth Properties, Inc.**

9/8/2010

Dear Jim:

I wanted to take a minute to tell you how happy I have been with your company's attention to detail and proactive customer service approach at our three Chicago area retail malls (Lincolnshire Commons, Northbrook Ct, and Spring Hill).

I have to admit change is hard, and after dealing with the same vendor for years at our centers the decision was even more difficult to make. However, we are glad that we went ahead with our instinct and made the change to Ground Pros Inc.

Your attention to detail and the ideas you have presented to us have taken our landscape to a new level. We are especially grateful for the before and after computer generated designs you are able to provide us with, making projects easier to sell to the owners.

Doug Mahute  
Operations Manager



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