



December 15, 2010

Jim Plona  
Ground Pros Inc.  
1470 Industrial Drive  
Itasca, IL 60143

Dear Jim,

I just wanted to take a minute to let you know how much I appreciated your flexibility during the negotiation process at Rivershire, and how pleased I have been with your snow removal services thus far.

Your crews are wonderful to work with and the communication between myself and Ground Pros has been excellent.

Please let me know if you have any questions.

Sincerely,

A handwritten signature in black ink that reads 'Robin Baran'. The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Robin Baran, CMCA, AMS  
Director of Residential Services  
MK Asset Management

One Rivershire Lane, Lincolnshire, IL 60069  
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