



Wyndham Cove Townhomes Owners Association
Schaumburg, Illinois

December 16, 2010

Jim Plona, Senior New Business Development Manager
Ground Pros, Inc.
P.O.Box 477
Itasca, IL 60143

Dear Jim:

On behalf of the Board of Directors and ALMA, I want to thank you for the dedicated service we have received in the last five years. As you're aware, I was initially concerned that we would be able to turn around the property so quickly after the years of neglect with their previous contractor. My pride in managing this Association has increased each year and I defy any property to beat us in curb appeal every spring when the island is in bloom and all the crab trees are flowering! We are actually getting thank you calls from owners that have noticed the improvement and are happy. Your snow plowing has been excellent and unbelievably, you have succeeded in eliminating the need for extra expense to move snow piles due to the forethought given in starting the piles. We had over 54 inches of snow in 2009/2010 season and we only paid for one extra snowfall that exceeded our total accumulated inches per contract. This is excellent service.

I enjoy working with Doug, Rolando, and previous supervisors. Any problem in either snow removal or landscaping is immediately handled and truthfully does not occur again. I so appreciate your attention to the last minute planting at one address we had missed on severely declining shrubs. I have cell phones for all personnel and that helps, particularly in snow season.

It is difficult to achieve a personal business relationship with a company that is expanding as quickly as Ground Pros. However, you have succeeded in making me feel that my 90 unit property is a priority with your company and will always be so. Thank you for your efforts. They are recognized and appreciated!

Sincerely,
ALMA Property Management Services, Inc.

Lillian E. Blankenburg, CPM, CMCA
Managing Agent

CC: Board of Directors

ALMA Property Management Services, Inc.

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