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From: JOAN SHEARDOWN <jas149@rogers.com>

To: Nathan Helder

Sent: Tue May 04 17:45:49 2010

Subject: Compliments for Gelderman Staff - 20 Isherwood Ave., Cambridge

Waterloo # 417 – 20 Isherwood Avenue

Hi Nathan,

I just wanted to let you know that Board Members have been receiving very positive comments from owners all over the complex regarding the very professional, hard-working and friendly attitude they have experienced from the Gelderman Team that works on site. Already we are aware of a more positive feeling coming from owners who are excited about this upcoming year with the Gelderman Crew. In truth, the 'Gelderman Way' more accurately reflects the way our owners took care of their own properties before moving here and they are excited to see that your Team is eager to take care of our property in the same way we ourselves would.

Thank-you to your staff for your professionalism and hard work. It is truly appreciated!!

Joan Sheardown

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