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5119 Tremont Street  
Dallas, Texas 75214  
November 26, 1991

Mr. Mark Kreditor  
Get There First Realty  
2712 North Henderson Avenue  
Dallas, Texas 75206

Dear Mark:

One of the most fortunate days in our lives was the day we were referred to you. Since then we have had less worry and more steady income.

You probably recall that our first contact was via long distance before we moved to Dallas. We were in the Washington D.C. area. Our rental property in Dallas had been vacant three months, even tho' we had it listed with a highly recommended agent. Our call to you asking you to rent it for us was followed only two days later by a call from you saying you had found a tenant. The property has never been vacant since, thanks to you and your colleagues at GTF Realty.

Our one mistake was in not taking immediate advantage of your management services. After attempting to manage the property ourselves for a couple of months we realized that the small fee for your management services would be well spent.

Your subsequent management of our property has been excellent. Specifically, we appreciate the way you

- market our rental property, determining fair rental value
- locate and evaluate suitable tenants
- negotiate leases, obtaining maximum rental
- collect rents (and late fees when applicable) and deposit both directly to our account, sending us notice of same
- supervise the upkeep and repairs of buildings, grounds, equipment, etc.
- respond quickly to emergency calls
- maintain good tenant relations
- provide for us information needed for filing taxes.

Our tenants also are extremely satisfied with your management of the property and your prompt attention to their requests and needs.