



505 Best Friend Court, #580
Norcross, GA 30071
Sales (770) 840-6200
Fax: (770) 840-6201

Good morning Brent. I want to take a minute to tell you how nice Shamrock Gardens looks. I've been calling on the property for over 20 years and I must say, these last years that you have been the owner has made a huge difference. That difference is the spirit the property has now. You have spent many an hour investing in your people, both renter and employee and it speaks volumes about you as an owner in property management. I watched how you've taken a "hands on" approach within the community and encouraged your fellow owners and property managers to champion the cause of investing in the surrounding community. Many times you could have become frustrated and walked away but you continued to battle. I believe your integrity and your desire to make your property a "home" for your people, your integrity and humbleness in serving others is the back bone of the spirit of Shamrock that I spoke of earlier.

Finally, during a time of financial turmoil in the multi-family industry, you have never missed a beat when it comes to paying for your products that you purchase from me at MSH. Anytime I have needed to up a credit limit, your name and track record made this an easy task. You've never let me or my company down and for that, I thank you.

Thanks again for being my customer, a good friend and a good man.

A handwritten signature in black ink, appearing to read "RM", with a long horizontal flourish extending to the right.

Rob Mason
Sales Manager
Maintenance Supply Headquarters