

Christopher Mendola  
Christone Enterprises, Inc.  
125 W. 1<sup>st</sup> St.  
O'Fallon, IL 62269

March 29, 2018

Dear Mr. Mendola and staff,

We would like to express our deep appreciation and extreme gratitude for the excellent level of service you have provided us for the last 10 years. Our home in Troy, IL did not sell when we decided to move in 2007 and we needed to rent the home in order to make ends meet. From 2 hours away, we could have never handled the management of this property properly. From our first encounter to our last, you and your staff have treated us with kindness and respect. Your response time to any of our questions or concerns was always timely. More importantly, your response time to our tenants was also timely.

We appreciate your staff of maintenance professionals who promptly and completely repaired items requested at a very competitive price. Taylor and her team helped us get the home up to sale standards quickly, relieving much of the stress during the sale of our home. We appreciate your cleaning and turnover crew who made the home "move-in ready" within days each time tenants departed. We appreciate your bookkeeping staff who provided us prompt and complete information on all of our income and expenses. We appreciate that you were accessible and involved in each of the processes and helped us resolve any issues or concerns we have had.

Again, we give our thanks to you and all of your staff for making a situation we never expected, and for which we were not equipped, less stressful for the last 10 years.

Sincerely,

Ronnie and Kirsty Waldron