

Jeffrey Charles & Associates
6422 Grovedale Drive
Suite 201C
Alexandria, VA 22310

Dear JCA,

I just wanted to drop a note to let you know I am very pleased with the way the staff of CVMH handled the plumbing issues I was having in basement of my unit. They were very fast and prompt in resolving the matter. I had been unable to wash clothes without supervision for the past few months for fear the water would flood the basement.

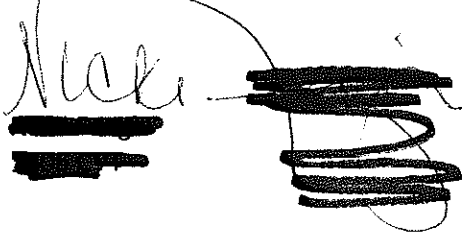
This is not the first time the office and maintenance staff has moved swiftly to resolve maintenance issues, often within minutes of my calls, and regardless of the weather.

I really would like to offer the staff lunch one day at Subway or have some Pizza delivered as a thank you but have been repeatedly told it wasn't necessary.

If there is anyway these employees can be acknowledged for their hard work and efforts, by all means, PLEASE let me know.

The only regret I have is that I didn't get this letter in sooner. The staff is doing an outstanding job!

Many thanks,

The signature is written in cursive and is partially obscured by a thick black horizontal bar. Below the signature, there are two more thick black horizontal bars, likely redacting a phone number and an email address. A thin line extends from the end of the signature towards the right.

CC: CMH
CVMH Board of Directors