

SUSON PINES

APARTMENTS

5265 Suson Hills Drive
St. Louis, Mo 63128
(314) 842-4466

May 1, 2012

MLP
1242 Strassner Drive
Brentwood, Mo 63144

Attn: Tom Bene'

Dear Tom,

As property manager of Suson Pines I would like to convey from both the staff and the feedback I have received from our residents regarding the changes/improvements made under MLP's leadership since June 2011.

From the staffs perspective, MLP's leadership and guidance helped reestablish direction, teamwork and stability that not only helped employee morale, it improved it. As one staff member reported to me "It is a pleasure to come to work again".

In addition, MLP made sure that We had the financial means to move forward on projects (tie walls, roofs, exterior siding and pool deck to mention a few) that had been on hold for years. We were also able to respond to resident maintenance requests (ac's, appliances, etc.) promptly thus improving resident satisfaction resulting in higher resident retention rates and a increase in resident referrals. MLP also made it possible for us to turn our vacant units quicker even supplying MLP employees when required to meet a move-in requirement.

In conclusion, the Suson Staff would like to thank MLP for being a great management company and helping us through our transition.

Sincerely,



Bob Shymanski
Property Manager
Suson Pines