

Date: May 1, 2011
From: Ed and Christina Spaid
To: Fellow Park Owners
Re: Recommendation of First Commercial Property Co.

I was watching television recently and saw a commercial for an auto mechanic. The idea behind it was that a customer took his vehicle for what he thought was a complete break job when in fact it was simply a rock that had gotten lodged in the break caliper. The mechanic was all to ready to charge the customer for a complete break job nonetheless.

It got me to thinking about my 116 space park in Auburn and my decision to hire First Commercial Property Corporation. You see, I had it managed by two firms before; between one company not raising my rents for over three years and the other company overpaying "their" onsite manager for undocumented overtime, I lost my shirt! Neither company did onsite visits on a regular basis. Unfortunately I was ill at the time and didn't immediately fire the other two companies. I took back the daily management and was RELUCTANT to even think of handing my community over to another "professional" management firm.

I met with Joel and Ross at First Commercial. They assured me they were not just another park "bookkeeping" service. I took the chance and hired them. They've done a complete makeover on the clubhouse, redone Leases and Rules, thrown-out the riff-raff and the place has never looked better! They never charged me a penny over their low monthly fee and I didn't have to take them up on the guarantee that if I was not fully satisfied in the overall appearance or I didn't see a dramatic increase in income, they would refund me their fees.

First Commercial's entire staff really knows what they are doing and there was a seamless transition – another concern of mine. I am a retired Boeing employee and depend on the steady income and solid business decisions that FCP recommends; our park's never been in better hands, and they have done what they said they would do. They have earned our confidence and trust.

Sincerely,

Edward L. Spaid + Anna C. Spaid

Edward Spaid

Christine Spaid