



January 7, 2009

John Shiels
Conklin Bros. Carpet
1100 Selby Street
San Francisco, CA 94124

Dear John,

I am pleased to provide you with a testimonial for the outstanding service that you have provided us at our properties. I estimate that over the years you have provided us with over 100,000 square feet of carpet, and every project either big or small has been handled seamlessly!

I appreciate working with you, since I know that when you do a project for us that it will get done right and on schedule. You are always very responsive to my calls and e-mails, and your willingness to spend time to review our projects and brainstorm solutions to our flooring issues is always appreciated.

Your installation crews have done an outstanding job on our projects. We consistently get compliments from our tenants that the details of your flooring installations are done right, from handling the unique curves and shapes of our buildings, installing unique patterns of vinyl and carpet tile, and making sure base and trim is just right.

On pricing, I thank you for always being fair and for getting us the best pricing on our orders from the carpet manufacturers. Your ability to precisely calculate the quantity of flooring that we need to order benefits us by not having to pay for excess materials.

Thank you for the great job that you do for us. I look forward to having you handle our carpeting needs for years to come.

Very truly yours,

A handwritten signature in cursive script that reads "Andrew Diamond".

Andrew Diamond
Vice President
Diamond Investment Properties