



September 4, 2009

Continental Pools
8520 Corridor Road, Suite B
Savage MD 20763

Dear Sirs,

Just wanted to let you know that Continental Pools is the best pool company we have ever had, no exceptions. Bob Terpening has handled maintenance issues with timely response and the guards have been trained and chosen well. Both of the regular guards were exceptional, very professional in several unpleasant situations and handled the problem correctly. We would be very pleased to have them another year.

Abby Moore has been great – easy to get along with, responsive, calls when she has a question and is very accessible. Don't let her get away!

Our experience with pool companies in the past has been less than stellar. Mountain Village looks forward to a long term relationship. We would and have recommended you highly. Thanks for the best pool season ever!

Sincerely,

A handwritten signature in blue ink that reads 'Mary Ann Garst'.

Mary Ann Garst, CMCA, AMS
Community Manager

Cc: Board.