

# THE PLAZA

August 30, 2004

Mr. Mike Kinloch, President  
Mr. Nick Lally, Vice President  
Continental Pools  
5414-C Port Royal Road  
Springfield, VA 22151

Re: Life Guard at The Plaza Condominium

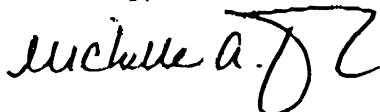
Dear Mike and Nick,

It is with great pleasure we inform you the Plaza has had yet another relaxing pool season. The Continental staff members are always a pleasure to work with.

We are particularly pleased with our life guard this year. Ivanlin Nedichev has taken great care of the Plaza pool this year. He was always busy cleaning the pool, wiping the furniture, taking readings, etc. It was wonderful having such a motivated, and professional guard this year. The compliments from residents are overwhelming, and it made Management's job so much easier this year. The international program for guards through Continental is a huge success here at the Plaza Condominium.

We hope to continue receiving such terrific service in the years to come. If at all possible, we eagerly request to have Ivanlin back to the property next pool season!

Sincerely,



Michelle A. Faz, AMS®  
Community Manager

Cc: Matt Martin