



PROPERTY MANAGEMENT
REAL ESTATE SERVICES
MAINTENANCE

May 15, 1995

Ms. Kimberly Cane
Ms. Kerrilyn Cane
1932 Vista Cay
San Mateo, CA 94404

Re: Damage to Property

Dear Kimberly & Kerrilyn:

Enclosed with this letter please find two checks, one for \$40.65 to reimburse you for plants that were trampled by my maintenance workers and a second check for \$50 toward the time and trouble which you both have had to endure.

As I have mentioned to you at various meetings, the disregard PML has shown to you and to your property was unforgivable, and I understand your frustration. PML is a service oriented company dedicated to the owners and residents it represents. As in any business, people can lose sight of the primary objective. With PML, that is to serve our clients.

Thanks to your observations, PML is in the process of making changes in the way it does business, not only with Edgewater Isle, but with its other clients. Using the results of forms sent with the monthly dues invoices (tabulated by the Board of Directors), the various aspects of the organization will be evaluated. Early results indicate that communications must be improved. To that end, our telephone answering staff has been instructed to be courteous and more understanding. Conflicts, no matter how minor, will be directed to me for resolution before they escalate into a major problem. Advanced notice will be given to all residents about forthcoming maintenance projects that will affect their homes. By keeping the residents apprised of on-going work will help ensure there are no surprises. When the Board has finished its evaluation of PML, you and the other owners will be advised of the outcome and what changes will be made.

I sincerely hope that I can regain your trust.

Sincerely,

A handwritten signature in blue ink, appearing to read "S. Fox", with a horizontal line underneath.

Stephen A. Fox
President

cc: Edgewater Isle Boards of Directors

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