

September 13, 2011

To Whom It May Concern:

Re: Mrs. Shirley Ganong

Shirley has been managing the Ranchlands Plaza for over six years after we had less than favorable experiences with two other property managers. She has been an absolute godsend to us. Being busy health professionals and running several clinics, my family did not have the time or inclination to manage this shopping centre which due to its age presented many on-going challenges.

Given the difficult economical environment, we have had our challenges with vacancies and delinquent accounts over the past few years. Thanks to Shirley's tremendous insights and hard work, we weathered these difficult times and have come out of them in a stronger position than before.

I can say without hesitation that Shirley is the best property manager and advisor that we could have possibly found. It is relationships such as these that make managing tenants and handling condo board members easy for people like me who are not actively involved in the property management business.

I hope that we will continue to have Shirley look after our Plaza for many years to come. My family and other members of our condo board feel the same about the service and care we have received from Shirley. She treats the enterprise like it was her own. My tenants all have nothing but positive comments on how she handles their concerns.

Please feel free to contact the undersigned for any further information.

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