

Crystal Square West

1515 SOUTH JEFFERSON DAVIS HIGHWAY
ARLINGTON, VIRGINIA 22202
413-5400

January 23, 2001

Mr. Harvey M. Goodman
President
Goodman-Gable-Gould/Adjusters International
133 Rollins Avenue
Suite 100
Rockville, MD 20852-4004

RE: James Wilson

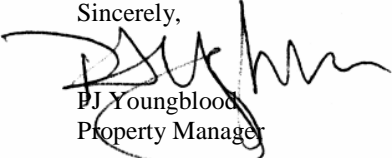
Dear Mr. Goodman:

On January 22, 2001, Crystal Square Apartments experienced a grease fire in unit 501. GGG/AI was called immediately. I wish to take a few minutes to let you know of an employee by the name of James Wilson, who made my job a whole lot easier during this period.

As soon as I called GGG/AI your staff notified Mr. Wilson and he called me immediately, despite the fact that he was 100 miles outside of Washington D.C. Mr. Wilson asked all the necessary questions and had a fire clean up crew at my building within two hours. The subcontractor he contacted was also very responsive and helpful.

Mr. Wilson is an employee to be proud of and should I ever have another crises or fire emergency, I hope you would send Mr. Wilson. My hat goes off to Mr. Wilson and your staff.

Sincerely,


PJ Youngblood
Property Manager

Cc: Mr. Robert Kogod
Mr. Robert Smith
Mr. Ernest Girardi
Mr. Louis Kovalsky
Mr. Todd Allgier