

November 17, 2008

Mr. Bruce Church  
Balanced Environments Inc.  
951 North Ridge Ave.  
Lombard, IL 60148

**Hines**

Dear Mr. Church,

It was very nice to meet you at the Local Toby Awards dinner. I would like to inform you that Ferdinando Pisto and Matt Mclean have done an above and beyond job here at Westwood of Lisle and I have to give them accolades for managing the exterior landscaping account so very well here at the property.

The exterior landscaping receives compliments all the time from other vendors, tenants and property managers alike. I believe one of the main reasons the property received the Local Toby Award was in part because of all the time, effort and creativeness concerning the exterior landscaping that both gentlemen put forth. Fredinando and I met prior to the Toby inspections and had a game plan laid out well in advance, however as you know mother nature and landscaping do not always work with us. Fredinando and Matt made sure that everything looked great and the all of the mum's were planted and the grounds looked fabulous well in advance of our inspection.

Thank you and Balance Environments for working so very well with in our budget and with us! We appreciate all the hard work and effort!

Sincerely;



**Michelle Nanni -Property Manager**

Hines GS

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