

**From:** Heidi Bearkland  
**Sent:** Wednesday, June 25, 2014 5:30 PM  
**To:** Peter Monroe  
**Subject:** RE: Letter of reference. CONFIDENTIAL  
**Importance:** High

Hello Peter, here is the letter that Heidi and I wanted to send to thank you for all the work and effort that you have put into Northwood Commons and in particular our store.

To be truthful, we had seen Northwood Commons in decline for years, and despite the fact that we have been a tenant at the center for nearly 18 years, has seriously considered not extending our lease.

Due to your efforts in cleaning up the center, attracting a much higher quality of tenant and renewing some other strong tenants that were considering nonrenewal, not only did we decide to stay, but we were very pleased to help convince our friend, Keith Benedict at Northwood Floral, to move to our center from Northwood Oaks (we understand that his sales are way up from where they were at his prior location.

We appreciate your doing the extensive lease modification that made the lease more clear, but also eliminated provisions that we had always thought unfair.

Just as important was your obvious concern for the environment within our store—a lack of proper ventilation, and flooring and walls that were soaked with grime accumulated over 18 years. We also appreciated you allowing us to do some of the work that did not require a permit, as that allowed us to improve the store even more.

We were thrilled to extend our lease by 5 years, and can see the results of your work in increased traffic which will only continue to grow. Our customers have noted how much better our store looks.

You have been the best property manager that we have has since coming here so long ago. We hope that the new owner after LNR, continues the programs and improvements that you have put in place and we know that you wanted to complete.

All the best,

Kelly and Heidi

Sole n Heel