



March 21, 2011

TO WHOM IT MAY CONCERN

SUBJECT: PAUL PANGBURN

I have used Paul Pangburn's services for the past seven or so years, both at my rental property and home as well as at 69 Main Street, Orono, a commercial building. He has provided winter and summer maintenance at the two residential properties and has done custodial work and summer maintenance at the commercial property.

Paul has always communicated any issues at the properties with me and has followed through with corrective action. He is always prompt in completing his work. He maintains good communication skills with the tenants and is attentive to their concerns. Our vacancy rate is zero and Paul is part of that success.

I would recommend him to you as a property manager based upon the skills he has demonstrated in caring for our properties and tenants. If you have further questions you may contact me at 992-5019 (work) or 866-3555 (home).

Sincerely,

A handwritten signature in black ink, appearing to read "Raymond J. Cota, Jr.", written in a cursive style.

**Raymond J. Cota, Jr.
Vice President
Real Estate**

RJC/lat