



VILLAGE LIFE IN THE HEART OF THE CITY

May 8, 2009

To Whom It May Concern:

Renovation Systems has served Laurel Village for the past eight years in which they have consistently remained attentive to providing a distinguished level of service. In addition to completing the flooring needs at turnover, they are available at all times to help problem solve and suggest alternatives in special circumstances.

Renovation Systems provides valuable information necessary in planning budget and capital expenses. They have, time and time again, had the ability to problem solve and come up with solutions to situations that have arisen, involving value engineering which has kept Laurel Village well within its budget guidelines and goals.

Renovation Systems not only services Laurel Village's monthly turnover needs, they have also provided construction management and completed multiple major remodeling projects within our seven buildings. Renovations Systems provides maximum efficiency and excellent workmanship on all projects and their superior range of products and services.

Their continued effort to satisfy each and every customer is reflected in their ability to provide reasonable products and qualified labor to complete the tasks at hand. They continue their quest for superior customer service by recently initiating an innovative online work order system. This has enabled our property to budget appropriately for each project and building while maintaining the integrity of the look and feel of the property.

It is with sincere confidence and appreciation for another year of a job well done by this company that I recommend them for the Minnesota Multi Housing Association's 2009 *Product or Service Innovation Award*, which will be presented by the Minnesota Multi Housing Association. It has been a pleasure to work with Renovation Systems and I look forward to a continued relationship with them.

Sincerely,

Denise Flood  
Laurel Village  
Property Manager