



July 23, 2013

Hein Brothers Painting and Restoration  
Steve Glazier  
5550 Division Drive  
Ft. Myers, FL 33905

Dear Steve,

Thank you for stopping by yesterday to review the project you are starting on Monday July 29<sup>th</sup>. It was great to meet Rene who will be the onsite supervisor and "go to man" for all my questions as the job progresses. We anticipate that it will take about 10 working days for completion.

In regards to our conversation and inspection of the exterior of the building, we are very pleased with the way this project from 2008 has held up! Since this was our first paint at the age of Five years, I did not know what to expect since we sit right on the beach with all the salt and sand blowing daily. I think that the thoroughness of your team with peeling out the old window caulk and replacing with the higher quality, and the caliber of the waterproofing product and paint product that you selected for us really made the difference. No more leaks ! It was very professional that the rep from the paint company came out every week to meet with your supervisor for 2 months to check the thickness of the paint so the Warranty would be valid.

We have decided that it is in such good shape that the Summer 2014 repaint will be moved to the Summer 2015 schedule. We also had an opportunity this summer when we had a crane on the grounds in May, to get up close and personal to the electrostatic project on the 265 in place window frames done in 2009 and they are also holding up extremely well. Good Job- great technology!

When we had the crane on the grounds in May- we also looked at your most recent project of replacing all the cold joints on the building after Hurricane Isaac tore thru here. They are also holding up very well, as expected.

So, even though it is a ways out- please save us 8 weeks in the summer of 2015 to do an encore performance- and I will put you in my calendar to contact you in January 2015 to get started on the paperwork.

Warm regards,

A handwritten signature in blue ink that reads "Roberta McFarland".

Roberta McFarland  
Sancerre Property Manager

**1801 Gulf Shore Blvd. N. Naples, FL 34102**  
**239-649-8667**