

Chris Tornow
23 Elegans Avenue
St Ives NSW 2075

22 August 2007

Jacob O'Neill
Complete Property Solutions Pty Ltd
Suite 403, 55 Holt Street
Surry Hills NSW 2010

Dear Jacob,

Following the sale of our investment property in August, I wanted to thank you for your friendly and efficient service since 2005 when you and Complete Property Solutions took over the management of our property.

We manage our budget closely, so its always been important that our investment property rent was paid promptly. You have always managed to do this, along with demonstrating a personal responsibility to us as customers. You have always given us every confidence in your abilities.

Even when it came time to sell our investment property you were able to find a buyer at the right price in a short period of time. You helped manage the sale process and even recommended a thoroughly competent conveyancing solicitor.

We would be happy to recommend you and CPS to anyone who needs property management. We know that when we get back into the property investment market, you will be the first person we contact.

Thanks!

A handwritten signature in black ink, appearing to read 'Chris Tornow', written in a cursive style.

Chris Tornow