

Mr. Mike Nelson  
Excalibur Home Management  
5415 Sugarloaf Parkway  
Suite 1100  
Lawrenceville, GA 30043

Dear Mike:

The purpose of this letter is to thank Excalibur, but in particular recognize Brenda Knight, for the assistance in the recent sale of my home- 2222 Birch Hollow Trail.

You have managed my property for several years and I always found your support excellent. However, I was most indebted to Excalibur for Brenda's service these past months.

As you may have heard, the sale of my home required some amount of patience in dealing with a string of wayward suitors, so to speak. Additionally, the final buyer required extra care and patience on the part of all parties. I know there were times of extreme frustration on Brenda's part.

All that said, I am delighted with her professional service. She was always prompt, efficient, correct in every detail, gave 'right on' advice and counsel, and guided us successfully to the end result. She also added value by finding the right craftsman to execute the repairs needed on my home at least cost. Best of all, she maintained a great sense of humor through it all. I know we received maximum value because of her assistance.

Please accept our thanks and pass these thanks on to Brenda. Although I did not have the opportunity at the last to meet her, Sallie and my daughter did and reported she was a most professional and engaging person. I do hope to come by and thank her in person on my next trip to Atlanta.

Sallie and I commend you for adding such a professional to your team and wish you every future success.

Sincerely,

  
  
Dick and Sallie Wallace

  
  
  
Cc: Brenda Knight