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**A Land Lease Company**

April 30, 2005

Mr. Bob Wright  
ServiceMaster Restoration  
6321 Topaz Court  
Ft Myers, FL 33912

RE: HealthPark Medical Center, Ft Myers FL

Dear Bob,

In consideration of the excellent services provided by ServiceMaster at HealthPark Medical Center, I wanted to take the time to express my appreciation to you and your firm for a job well done.

As I'm sure you can vividly recall, we had several water intrusion incidents at the HealthPark Medical Center expansion project last year. Coupled with our ongoing construction management responsibilities on this major hospital expansion, we had our hands full. We really needed someone that could step up and provide full-service disaster restoration. I am pleased to say that assigning the job to ServiceMaster proved to be a wise decision.

From the first emergency water intrusion event to which ServiceMaster responded, the night we received 4 ½ inches of rain in one hour, your performance was excellent. The response time, technical expertise, efficiency, staffing, documentation, integrity, and overall professionalism of ServiceMaster was first-rate. You persevered through extremely tough conditions, including four hurricanes over a six-week period, and provided excellent service throughout the entire summer as emergencies arose.

Thank you for your attention given to our project. I personally appreciated your hands-on approach to ensuring that the job was done right. Although I certainly do not look forward to any further water intrusion incidents, I am glad to know that we can count on ServiceMaster for results whenever necessary.

Sincerely,

Bovis Lend Lease

A handwritten signature in black ink, appearing to read "Brent R. Elliott".

Brent R. Elliott  
Project Manager