



SUNSTREAM
Hotels & Resorts

Development Department
6620 Estero Boulevard
Ft. Myers Beach, FL 33931
Ph: 239-314-1030 Fax: 239-765-1469

May 25, 2005

Mr. Bob Wright
ServiceMaster Restoration
6321 Topaz Court
Fort Myers, Florida 33912

RE: ServiceMaster's performance drying our hotels after hurricane Charley and subsequent storms in 2004.

Dear Bob,

I am writing this letter to thank you for the excellent services that you and your company provided to Sun Stream Hotels after the hurricanes of 2004.

Hurricane Charley inflicted major water damages to three of our high-rise Condominium and Hotel properties and minor damages to our low rise Condominium on Fort Myers Beach on August 13th 2004. We needed to survey and assess the damages, formulate a plan to dry out our properties as soon as possible, limit mold growth and effectively remediate the damaged areas and return our hotel rooms to rentable condition.

ServiceMaster provided Thermal Imaging surveys of over 500 units from which we created a drying plan. From this plan, with a coordinated effort involving our staff and you're drying equipment and labor force, we set priorities and dried all rooms and public areas in a short amount of time considering the vast scope of work.

Although I personally do not look forward to another year of water losses I will not hesitate to call upon you and your company should the need arise. I will also recommend you to anyone who may need the kinds of services you provide.

Thank you for helping SunStream Properties minimize our down time and manage our losses.

Sincerely,
Randy Kares,
Director of Development