

March 16th, 2015

To Whom It May Concern,

I am writing this letter, on behalf of my wife and myself, to attest that Richard Woodruff has been managing our property in Santa Fe, NM and that we are extremely pleased with Richard's performance in that regard.

As property owners, we are concerned about the safety of the property and preserving it's value. We are concerned about getting the most income possible from rents. Richard Woodruff exceeds our expectations with these concerns.

We are notified promptly about maintenance issues. Repairs are scheduled immediately. There are procedures and routines in place for preventative maintenance and security checks.

We are impressed with Richard's ability to book both long-term and short-term tenants. Richard takes full advantage of modern day tools such as VRBO, HomeAway, etc. Richard asks and receives feedback/reviews from these tenants which increases visibility on these websites. Richard's communication with these tenants are a significant aspect of these positive reviews.

My first conversation with Richard gave me confidence that he understood my concerns and could do the job. Richard has a no-nonsense, straight-talking, yet friendly and sincere way of communicating both verbally and written. He listens to what I have to say and confirms understanding. His monthly statements are easy to understand and clear with no surprises. This makes for an easy owner-manager relationship.

In short, we are extremely pleased to have Richard managing our property.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric Lancaster". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Eric Lancaster
Property Owner:
502 ½ Camino Sin Nombre
Santa Fe, NM 87505