

William R. Crookston
639 West End Avenue
New York, N. Y. 10025

June 5, 1998

To Ecker Window Company,

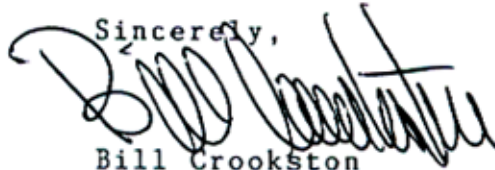
I am fully satisfied with the fine job your crew did installing new windows in my apartment on June 3. I live at #8B at 639 West End Avenue, New York City.

I was impressed with the professionalism of your workers. They were well organized, efficient and courteous. This was my impression of every member of the crew. The foreman was named "Tommy".

This was a big job that could have been poorly done. I am very happy that it was well done. The remarks of my neighbors indicate that your men have done good work elsewhere in the building too.

I know that these good work habits are not easily acquired. Whatever you have done to select, train and manage your men has been effective. Keep it up and thanks.

Sincerely,

A handwritten signature in black ink, appearing to read "Bill Crookston", written in a cursive style.

Bill Crookston

CC: Mary Egrie, Heron Management
Richard Gold, Board of Directors