

RECEIVED DEC 17 2009

Renaissance Towers  
2088 Madison Avenue  
Burnaby BC  
V5C 6T6

December 2, 2009

Amy Snook  
Leisure Baths Ltd.  
6909 Antrim Avenue  
Burnaby BC  
V5J 4M5

Dear Amy,

I am the manager of the "Renaissance Towers" in Burnaby. We have over 400 condominiums here and hold one of the largest footprints in Burnaby. I am a working manager with many years experience in building maintenance.

While employed here I have overseen a multitude of trades pass through our doors. I have experienced certain un-named trades over-bill with time and/or materials. I have even "caught" trades trying to repair things that were not even faulty. Perhaps it's because of our size that trades will assume they can "fudge" here and there.

Twice in the last year I had to call your company for help regarding our steam generator which gets used quite substantially. The first time I was directed on how to troubleshoot the electrical board which ended up costing less than \$10 to repair.

The second time you helped me again by diagnosing a faulty component over the phone which also turned out to be inexpensive. Your father and brother delivered the parts to me on the way back from another job that day. He even spent the time in the cold to tell me exactly how to install it properly! When I asked about the billing he said not to worry about it. Of course, this is one bill I have no trouble paying.

I'm not used to companies operating like yours. Your family business is something of a model from my experience. Should anyone ever require anything your family sells I will refer them.

Respectfully,  
Rick Moore  
Manager  
Renaissance Towers