

April 24, 2008

Mr. Karl Boppel, Sr. V.P.  
Towne Properties  
1055 St. Paul Place  
Cincinnati, OH, 45202-1687

Dear Mr. Boppel,

"The time has come, the Walrus said, to speak of many things; of shoes and ships and sealing wax, of cabbages and kings; and especially of Merrick Place". Because this is where "I LIVE", and have for several years; hopefully for many more.

I wish to Congratulate you and Towne Properties for the excellent management that was necessary for Merrick Place to have evolved over the years to Lexington's top and greatest place to live. Everyone in Lexington can attest to that. They know.

However, I must quickly point-out that this success (i.e., no vacancies; with waiting list) is principally due to the managerial staff of Merrick Place. I can say this because for over 50 years I was Director of Clinical Pathology for 650-700 Bed hospitals in Los Angeles. Therefore by virtue of my education and experience I developed the unique ability to recognize and assess

an individual's performance versus their responsibilities. Over all these years, those who know me well will quickly point out that I do not offer accolades unless it is an acknowledgement or recognition of special merit. Thus is the case of your Choice of Community Manager for Merrick Place: Cathy Sizemore.

Cathy has developed a demonstrable acumen, if you will, as evidenced by her professionalism, job knowledge, a self-discipline (beyond assertive) and a special type of "LEADERSHIP" that stands out by the ease and facility with which she dispenses it; yet she has the love & respect of her staff, as well as the tenants.

Cathy's Choice of Assistant Manager (Marjorie Rembusek) was uncanny. Marjorie seems to be a "Cathy-Duplicate". They seem to think alike in their managerial styles. Marjorie always waves and says "Hi Dr. Grubbs" when she is enroute to show an apartment to a prospective Tenant. This makes me feel good - familial.

The recent "humungous" project of installing new windows and glass sliding doors to all 400+ units in Merrick Place was done quickly and with a minimum of problems. Yet all the Tenants (with whom I have spoken) gratefully welcomed the new windows & doors that resulted in lower electrical bills, but most of all, warmer & cooler homes.

I would surely be amiss in my Congratulations if I did not expressly mention our Maintenance Supervisor, Billy Clark, and our Grounds Supervisor, John Leach. I recently felt guilty when I discovered the fluorescent lights had burned-out in the kitchen. I administered "extreme-unctions" for their years of service and immediately called Margerie to report my plight. I left the Apartment to go to the Grocery; was gone about an hour or so & when I returned the bulbs had been replaced and a note saying if I wasn't satisfied to Call. Wow! Another thing I have noticed is when the temperature drops to freezing, a sign will be placed at the main entrance reminding us to open the faucets to allow a small stream of water to flow overnight preventing the pipes to freeze or burst.

John Leach, the Grounds Supervisor, brings a "Curb appeal" to every apartment by virtue of his sensitivity, his choice of Annuals and perennials that so beautifully adorn every corner of Merrick Place. In the summer the manicured grass - In the fall the fallen leaves disappear - In the winter you are awakened by the snow plows removing the snow from our streets as well as from our sidewalks and walk ways. Amazing!

Cathy Sizemore and her Staff all seem to

have some special qualities - not acquired as is generally the case; but innate (Born with) & They care about doing their job, not only as expected, but beyond.

In the days to come the Construction of the Clubhouse (and will bring to fruition all that it brings with it) has become another project that Cathy and her staff will face every detail until finished. So far, the Construction is progressing as expected.

I could go on and on with a litany of acknowledgements directed to Merrick Place and its Management, but even anyone with a functional Cognition will readily Concur with my observations.

Sincerely,  
Dr. Paul J. Grubbs