

Karin  
Walnut Creek, CA 94596  
January 20, 2011

Mark Atilano  
Northpoint Asset Management, Inc  
1025 9th Ave  
Sacramento, CA 95814

Dear Mark:

Chris and I wanted to let you know how much we appreciate Northpoint Asset Management's incredible ability to manage our property efficiently and effectively. Being 1<sup>st</sup>-time rental property owners, we were a little scared to start the process of finding a property management firm. We needed people we could count on to provide superior customer service to our tenants and ensure that our building wasn't falling apart on us. My husband and I found just that in Northpoint Asset Management.

From the first day we met Scott Olson, we knew it just felt right to sign with your management firm. You both have been very helpful in letting us know what things we should fix or update immediately and also what items could wait until we were able to accrue some additional funding. You are always available and quick to respond to any inquiries we have into the property and how things are going.

I know the tenants also feel comfortable and enjoy staying in our property with Northpoint's attention to detail and ability to get things fixed quickly and with minimal interruption to the tenant's daily life.

Thanks so much to you and your team for enabling us to have a "worry-free" rental ownership experience.

If any potential clients are interested in speaking with me first-hand, please feel free to provide them with my cell phone number.

Sincerely,

Karin DeBoer

Rental Property Owner and Client of Northpoint Asset Management