

To: Northpoint Asset Management

I have been a client of Northpoint Asset Management for almost two years now. They manage 4 of my properties, soon to be 5.

What I appreciate most about Northpoint and their staff is their personalized service. When there is an issue at my property, they personally go out and handle it, instead of just "phoning it in" like so many other property managers do. If they have a question, they pick up the phone and discuss it with me. There are no secrets, they are open, honest and strive to keep me informed at all times. The staff are courteous and professional, not just to me, but more importantly to my tenants. Having satisfied tenants is so important in this age of high vacancies. Repairs are done promptly and reasonably, which also helps tenant retention.

A handwritten signature in cursive script, appearing to read "Wendy", written over a horizontal line.