

June 1, 2009

Mr. Brian Grady, AICP and
Mr. Peter Aluotto, AICP, Director
Hillsborough County
Planning and Growth Management
601 East Kennedy Boulevard
Tampa, FL 33602

**RE: Letter of Appreciation for
Ms. Isabelle Albert, Planner**

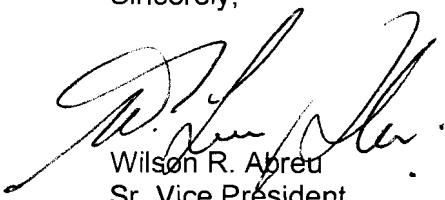
Dear Messrs. Grady and Aluotto:

We want to express our gratitude to you both, and also to Isabelle, for the outstanding service we received.

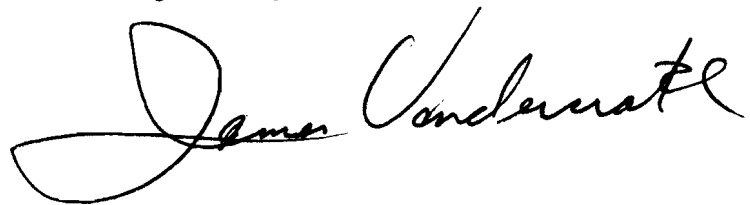
There was a minor problem in the paperwork submitted for a Personal Appearance to be held June 9th and we were faced with a postponement date to July 21st. Our client was extremely upset about this delay and it seriously jeopardized our business relationship and future. Ms. Albert explained the firm process and we were resigned to the postponement. Isabelle must have given our dilemma some thought, because she came up with a viable solution to our problem and as a result, we will still be on the June BOCC Hearing date.

We are very grateful for her excellent customer service. In today's world everyone is reducing staff with the workload absorbed by the remaining staff that are hard pressed for time. Ms. Albert is always professional and very helpful, however this level of service is beyond what is obligatory and we truly appreciate her extra efforts. You are fortunate to have such a quality professional on staff to serve the public in Hillsborough County.

Sincerely,



Wilson R. Abreu
Sr. Vice President



James Vandercrake
Sr. Project Manager

53-02.02) 09 05 29 Ltr Grady Aluotto.WRA JV

**PGM
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JUN 02 2009

ADMINISTRATIVE SERVICES
DIVISION