

Coronado Shores

Condominium Association No. 1

*1730 Avenida del Mundo
Coronado, California 92118
(619) — 435-2281*

October 19, 2003

Marj Peterson, PCAM, CCAM
President
Creative Transitions & Consulting
2207 Plaza de Las Flores
La Costa CA 92009

Dear Marj,

A simple thank you is not enough to express our gratitude for your assistance in helping our association to transition from a dysfunctional management program to a well-structured, legally-sound, financially-secure, and operationally-efficient organization. Your willingness to immediately step in and take over when our manager resigned, unexpectedly and without notice, saved our board many hours of anguish. The real pleasure, however, turned out to be your personal work style, positive attitude, and commitment to excellence. Our homeowners and board quickly learned that you were both professional and personable.

Because of your efforts, we now have a high-caliber, permanent community manager in place; a refocused staff; and an organizational structure that will allow us to operate as a high-quality and responsive homeowner association. As a true expression of our gratitude, please accept our unqualified willingness to share our positive experience with anyone that may consider using your services.

Sincerely,



Herb Steele
President