



Spring Valley Lake Association

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Gordon W. Ryan, PCAM
General Manager
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March 31, 2006

Marj Peterson.
1453 Summit Shores Drive
Burnsville, MN 55306

Dear Marj:

Letters of appreciation usually come at the conclusion of joint effort, not in the middle of a project. So do not look at this as a "Thanks, and goodbye." But I wanted to be certain that Creative Transitions received full credit for the outstanding job you performed recently in the Community Survey and Board seminar you conducted to further our long range planning. And I wanted to do it NOW, rather than wait for the finish line. It is well deserved praise for your efforts.

In one respect this letter is premature. We are not finished by a long shot. Although you brought cohesion and direction to our Board in their philosophical intent, (something we both know is easier done by an outside source than the incumbent GM) a futures oriented game plan is now the objective. We need your help now more than ever as we formulate the results of the survey (which obtained nearly a 50% response rate from our 4,205 residents) toward the development of a strategic plan using the information gained in our study.

Marj, it has been a pleasure to work with your firm. Given your experience as an established general manager, PCAM, and consultant, Spring Valley Lake Association has been the beneficiary in all respects. Here's to a great Phase II as we continue the process.

If I, as General Manager, can offer a word of recommendation to any prospective client, it would be my pleasure to do so.

Until we commence the next step ...

Sincerely,

SPRING VALLEY LAKE ASSOCIATION

Gordon W. Ryan, PCAM
General Manager

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