



Time Well Spent®

June 24, 2008

To Owners and Managers:

I have been in building maintenance for the last 25 years and I would like to recommend MKN Cleaning to you. Mike and Mohammed are fair and give great service. My properties, Avalon @ Rock Spring & Avalon @ Grosvenor Station always look great and they answer all my calls and take care of everything. I like their employees, Mario the Supervisor, is a hard worker and expects the same from all his staff. They work hard and they don't complain, even if I give them extra work. Sometimes they do extra work without asking and we always like this. They move dumpsters and keep the trash rooms real clean and my residents like this. At Xmas time they emptied the excess garbage out of the trash rooms every hour or two and there were no back-ups. They clean carpet stains in the hallways - my last company didn't do this. I recommend them to you, MKN is a great company. You can reach me at 301-537-8185 if you have any questions.

Sincerely,

Mike Carbone
Regional Maintenance Manager
Avalon Bay Communities, Inc.