

Caswell Homeowners Association Inc.
Post Office Box 140408
Staten Island, New York 10314-0408
October 31, 2011

Hi Stu and June,

Thanks for another very successful summer. Once again you and your staff have provided our community with a stress free pool complex where we can exercise, relax and socialize while knowing that our concerns about staffing and Health Department regulations are taken care of.

At this time of year many other communities are making plans for next summer. I recommend that they seriously consider retaining your company to manage their pools.

When we first came to your company we had been experiencing three major problems with our previous management company. Their lifeguards were unattentive to what was happening in the pools. Their lifeguards would take extended lunch breaks thus leaving the pools without adequate required staffing and there was little to no screening of persons entering the pool complex to determine if they were authorized to be admitted. You solved these problems by hiring additional lifeguards and scheduling them so that the required number are on duty constantly from opening to closing, that they are assigned to two separate stations at the pool and rotated every half hour, Your automated lifeguard call in system requires your lifeguards to phone in when they arrive for work at our pool and notifies you immediately if they are late or absent so that you can supply replacement coverage quickly although this has seldom been needed. You, also at your own expense, instituted a pool pass system for our residents and their guests.

I am also extremely pleased that you do not nickel and dime us to death with charges for small pool repairs or charge us for supplies or equipment that you need to run the pools. Except for the purchase of an additional chlorinator and some postage stamps, I do not recall being charged for any supplies or repair work during the three years that you have worked for us. My experience is that some other companies quote you a low ball price for pool management and then make a substantial amount of money billing for supplies, equipment, repairs and additional services. One company told me that two thirds of their profit is derived from these additional charges. With your company, the price you quote is the price we can expect to pay. As Treasurer of our association, this is very important to me.

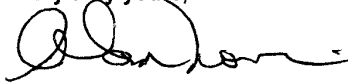
Because of your many years of experience and your vast network of industry contacts, when our new Stingl switch malfunctioned you were able to obtain a warrantee authorization from the manufacturer and repair the switch and the collateral damage to our plumbing quickly and with no cost to us.

I have reserved my greatest praise for the way you responded to our predicament when during hurricane Irene our pump room was flooded and all three of our pumps were destroyed. You provided and installed two portable pumps and filters so that our pools were never closed. Once again you did not charge us for this unforeseen work.

As you can tell from these examples, any prospective customer would be well advised to compare the service provided by their present pool management company with the experienced, reliable, honest and cost effective service you provide. I am sure they will find that contracting with The Pool Therapist is a smart move.

Looking forward to next summer.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Alan Novin', with a long horizontal flourish extending to the right.

Alan Novin, Treasurer