



Royal Palms/Imperial Palms
Resort Operations

8404 Vacation Way
Orlando, Florida 32821
407/238-8980
407/238-3988 Fax

October 19, 1999

Rick Sendker
Glendale Painting
3404 Forelock Rd.
Tarpon Springs Fl. 34689

Dear Rick,

I am writing to thank you for your help working with Sherwin Williams Paint Company to resolve the issues with the Dow Corning All-Guard paint used at Imperial Palms. With your assistance we were able to create a win-win situation for the homeowners and Sherwin-Williams. This is only one example of the service I have come to expect from you and your fine company. Over the years you have repainted four of my resorts and have always finished on-time and on-budget, despite some difficult weather and occupancy conditions that are inherent in our business.

When the Imperial Palms Board of Directors decides to repaint their resort with the product provided by Sherwin-Williams, I feel confident that they will select Glendale Painting to do the work. You will then receive some financial reward for your help this year. Until then you have my thanks and the thanks of the association.

Sincerely,

A handwritten signature in cursive script that reads "Richard Quarello".

Richard Quarello
Regional Director of Engineering

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