

STREETCAR PROPERTIES, LLC
1549 Larry Avenue
Cincinnati, OH 45224

November 24, 2010

Mr. Joe Reupert
Reupert Heating & Air Conditioning
5137 Crookshank Road
Cincinnati, OH 45238-3386

Dear Mr. Reupert:

On behalf of the partners of Streetcar Properties, LLC, I want to let you know how much we enjoy the Mitsubishi City Multi System in our building at 5915 Hamilton Avenue. We had never heard of this system until we spoke with you. The system operates in an efficient, economical manner and we feel good about its reduced environmental impact. Several people have asked us about the system and its technology; we always refer them to your company for more information.

In addition, we were very pleased with the installation of the system. Your installation crew was timely, professional and efficient. They kept the work area clean and completed the job in a non-disruptive manner. The ongoing support and personal service we receive takes the worry out of owning a state-of-the-art system.

Mr. Reupert, thanks for your consistent professionalism, efficiency and excellent customer service. You have promptly returned every call from any Streetcar Properties owner to answer questions. If our experience with Reupert Heating and Air Conditioning is typical, you must have many devoted customers. We would not hesitate to recommend your company to others.

Sincerely,



Elizabeth P. Sherwood
Streetcar Properties, LLC, Member