



September 24, 2004

To Whom It May Concern:

This letter serves as a reference for Kendall Laughlin and the Apartment Selector. I have had the privilege of working with Kendall in Dallas since 1985. Kendall and the Apartment Selector have always produced good quality leads that convert to real Residents.

Kendall's trained staff supports the leasing process, and is always there when you need them for those last couple of leases. The Apartment Selector offers a great service; bottom line, it is less expensive than advertising and you only pay for services when they produce income.

Sincerely,

A handwritten signature in black ink that reads "Anthony V. Pusateri". The signature is fluid and cursive, with the first name "Anthony" and last name "Pusateri" clearly legible.

Anthony V. Pusateri  
Sr. VP, Equity Residential  
972-588-2861