



Home HeadQuarters, Inc.

S Y R A C U S E • N Y

NeighborWorks®
HomeOwnership Center

124 East Jefferson St.
Syracuse, NY 13202
Ph: 315-474-1939
Fax: 315-474-0637
www.homehq.org

February 27, 2006

Ed Mitchell & Jeanne Mitchell
Helping Hands Janitorial & Property Maintenance Inc.
2666 Warners Road
Warners, New York 13164

Dear Ed & Jeanne,

This letter is to state for the record my positive experience working with Helping Hands in maintaining Home HeadQuarters' (HHQ) property inventory over the past several years. As the lead staff person responsible for managing the disposition of each of HHQ's properties, I was consistently provided with excellent service and responsiveness from your company.

HHQ has grown in ten years from a small non-profit housing agency to the hub of the housing delivery system in Syracuse. At times, its property holdings were more than 200 and currently stand at just over 150 properties. Each of these properties must be maintained year-round; whether it's keeping the sidewalks clear of snow during the winter, maintaining the lawns at a reasonable length during the summer months, or general clean up of trash and debris.

It was extremely helpful for me to be able to work with Helping Hands each year on packaging HHQ's entire property inventory for inclusion in a regular maintenance schedule. However, it was times when, for a variety of reasons, specific action was needed on a particular lot that Helping Hands proved their versatility, responsiveness and reliability that HHQ and I, in particular, feel is the hallmark of the services you provide. These characteristics of your company, along with a cooperative and friendly attitude make working with Helping Hands a pleasure.

Thank you for you assistance over the years and going beyond the scope of what is routinely expected of property maintenance. Your work here is sincerely appreciated and we look forward to working with you more in the future.

Sincerely,

Sarah Cowles
Real Estate Administrator



Winner of the 2005 Rouse Award For Excellence in Community Revitalization

