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**CAMBRIDGE**  
14340 Addison Street  
Sherman Oaks, Ca 91423

Tel. 818-501-5022

November 16, 2004

Dear Resident:

Cambridge has been home to a lot of you for many years. It is no secret Cambridge was in dire straits when it came to plumbing. We heard the horror stories from residents, one of whom said, flushing his toilet had become a daily chore and the lady who loved to sing in the shower but could only hit high octave notes when, all of a sudden, the water became scalding hot!

When BB&K/NNC purchased Cambridge, it was with the understanding that new ownership would have to spend a great deal of money to renovate the plumbing in each of the 88 units throughout the community. After bidding the job with six different companies, we selected *Challenge Plumbing*. They are one of the most experienced and professional plumbing companies in Southern California and pride themselves in the commitment and dedication to perform their work in a timely manner using only the finest tools of the trade.

We do not have to tell you that plumbing is a major task. We began the job on October 25<sup>th</sup> and as of November 15, we hope for completion by Mid-December, 2004. All main lines in the East building are in place and installation of the two state of the art water heaters will supply hot water throughout the community, 22 units in the East building have been completely refitted and we expect the work in the remaining 22 units to be finished in about 10 days. A City Inspector has given the "thumbs up" repairs to walls have already started and will be made as fast as possible.

We sincerely thank you for your patience and understanding and look forward to updating you of the work in progress in your home, especially, our first set of residents who showed great patience while we started the job.

We will keep you updated with our progress and always encourage you to contact us with any questions.

Sincerely,

  
BB&K/NNC