

Attachment A

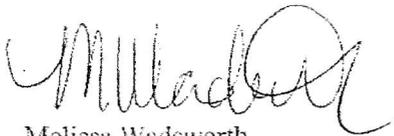
I have been renting a space from you since October 1999 and I feel that you have discriminated against me and shown a total disregard for the businesses located in your property at 602 River Place Rd. I have made many attempts over the years to improve our relationship. The following are some of the major reasons leading to this decision. It is not an exhaustive list but, then again, you are more than familiar with my complaints since you have been informed of each of them, previously. Unfortunately, you have chosen to ignore any problems with my tenancy to this point.

1. The temperature in Signatures Salon has been very erratic. It has ranged from 40 degrees on some occasions to over 80 degrees on others. This dramatic change is not seasonal. Often it has occurred on the same day or in the same week. This is bad for products, equipment and people.
2. The building cleanliness and daily maintenance of 602 River Place Rd has been unacceptable. The toilet paper and other supplies will often run out during the course of a business day. The common areas are not maintained either.
3. The water heater has broken down twice. Each time, myself and other tenants have lost business. I was forced to discount services or reschedule all together. The second loss of hot water resulted in the permanent loss of two clients. I have brought this to your attention and even asked for some assistance in dealing with the monetary loss. When I approached you and inquired about your business insurance covering the loss, you informed me to check with my business insurance. I did and they informed me that the water heater is your responsibility. I informed you and you never responded to me.
4. The washer and dryer maintenance has been inadequate as well. The dryer was broken for months and the washer was down for quite some time as well. When 13 tenants are sharing 2 washers and 2 dryers, they need to be maintained. It isn't sanitary to have dirty towels molding in the salon because the facilities are insufficient.
5. The soda machine is often "sold out" and when there is soda available, it is often past its expiration date.
6. The image of Signatures Salon has become extremely unprofessional as well. I have made several complaints about other tenants bringing their children to work and letting them run around the building. You never followed through with any type of punishment for those who continued the behavior. Also, your decision to use the space on the common walls for unprofessional images that are "for sale" has been a constant source of embarrassment. Most tenants in Signatures Salon have made their feelings about these pictures well known. Our clients think they are tacky and inappropriate.

7. The most compelling and ongoing problem throughout the years has been your blatant discrimination against me. As my business needs changed, I came to you to accommodate those needs and each time you charged me for any changes as well as forced me to extend my lease. On one occasion, you even told me that I would have to pay a past increase in full that our lawyers had settled in my favor. A short time later, you rented that suite, yet you didn't adjust my rent. In fact, in speaking with other tenants, I have paid more for comparable space consistently. You have offered discounted suites and in at least one case, a suite without a lease. You even offered a referral bonus and when I referred tenants, you changed the terms of the bonus. Most recently, informed you that I have been overpaying my rent and you have made no effort to compensate me. The fact that you should have told me long ago that I was overpaying is another question to be answered. I have been your most reliable tenant and you have treated me with nothing but disrespect.

As a business owner, I need to make sound business decisions. For many years, I endured all that you inflicted upon me because I felt as though I had no choice. I couldn't afford to move elsewhere so I felt trapped. After the most recent water heater breakdown, I could no longer overlook the gravity of my business situation. As you were aware, per our conversation (week of January 20th), I had made the decision to move that very week. The water heater broke down for the second time. I discounted some clients and cancelled others all together. This was very unprofessional and embarrassing. My clientele is my livelihood. To continue to ignore their repeated complaints would have resulted in losing my business.

Sincerely,



Melissa Wadsworth
A Cut Away
April 18, 2003