

# CIMINOCARE

July 31, 2006

Mr. William Johnson, President  
Mr. Michael Porter, Vice President  
Johnson Mechanical Contractors, Inc.  
9833 Kent Street  
Elk Grove, CA 95624

Gentlemen:

I want to send along my sincerest *Thank You* for going the extra mile last week for our Sacramento care facility, Arden Park Villa. While our air conditioning difficulties were not causing harm to any of our residents, they did have to relocate the dining room to the activities room, not to mention the difficulty our dietary staff was under for several days. Our previous mechanical contractor came on successive visits, over several days, without having the integrity to stick with the unit until all possibilities were corrected and addressed. This issue was causing me a considerable amount of anxiety and your responsiveness to the call of my good friend Ruben Bareng of American River Bank alleviated that.

I have become increasingly concerned with the lack of integrity in such vendor service over the years. From our limited interaction with you and your staff, it has been refreshing to see a business that doesn't seem take advantage of clients and will actually do what's in their best interest.

Your actions have restored our confidence that there is a mechanical contractor out there that will level with us. In the long run, I believe that is the best way to conduct business. I wish you continued success and look forward to working with you on our locations throughout Northern California.

Enclosed please find a *Thank You* card from our staff.

Sincerely,



Mark J. Cimino, CEO  
CiminoCare

CC: Ruben Bareng, American River Bank

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