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RE: Reference for MIH Property Management

To Whom It May Concern

I am writing as one of the directors of a company that manages a block of 20 flats in Bow. We have appointed MIH Property Management as Managing Agents three years ago and have been working with them until now, having been thoroughly displeased with the service provided by the company we used before (a well-established company in London).

Our block was built in the early 1900s as a school and lodgings for nurses and was converted to flats in the 1990s. In the last three years we have embarked on an ambitious programme of exterior refurbishment. Our block requires high maintenance as many things need to be updated.

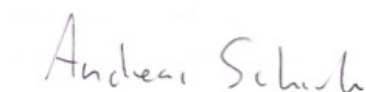
The agent MIH directed to work with us is excellent. She is highly responsive and is committed to our building. She runs regular inspections on site, running through a checklist, which she then shares with us. She is on top of her brief and follows through with the issues that need attention. She has proposed creative solutions to some of the problems we faced and has done background research for us.

We have generally been very pleased with the contractors MIH has used. Communications with the agent responsible for our block and with MIH Director Sarah Fisher have been excellent. During the major works we undertook the last two summers, our agent has been effective in managing relations between the contractors, the surveyor, the leaseholders and tenants, and us.

MIH Director Sarah Fisher has offered sound advice when needed. She has been open to discussions about our yearly budget and has herself liaised with leaseholders as required. Her hands-on attitude has made it possible to resolve issues effectively.

Overall I have been very pleased with MIH's professionalism and with the attention we have been received and I recommend the company without reservations.

Sincerely,

A handwritten signature in blue ink that reads "Andreas Schonle". The signature is written in a cursive, slightly slanted style.

Prof. Andreas Schonle, FBA
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