

HOW TO COMPLAIN

September 26, 2007

**Via Certified Mail and
Regular Mail**

Mr. Donald Zouras
837 Francine Drive
Bartlett, IL 60103

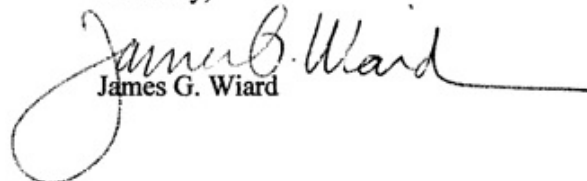
Dear Mr. Zouras:

I received your letter of September 15. Since you have declined to have the river birch tree that has been the subject of our correspondence trimmed at your expense and direction, my clients will undertake this project at their expense. The professional tree trimmer whom they have engaged for this purpose, however, has advised them that even though only branches overhanging my clients' property will be pruned, it will be necessary for the health of the tree that he enter onto your property for this purpose. He advises that he will need to make "collar" or "lateral" cuts from this vantage rather than mere "blunt" cuts of the overhanging branches at the property line in order to preserve the health and vitality of the tree. I am not sure of the meaning or significance of this terminology or the processes it describes, but the tree trimmer seems quite knowledgeable and competent.

Accordingly, my clients are requesting permission for their tree trimmer to have access to your property and river birch tree for the purpose of eliminating the nuisance which the overhanging branches pose to my client's home and property, but in a manner intended to prevent any infection or other damage to the tree.

The tree trimmer advises that this is the proper time of the year for his work, so my clients would appreciate a prompt response to their request. If they have to proceed without access to your property they cannot be responsible for any resulting damage to the tree.

Sincerely,


James G. Wiard

JGW/j