

May 31, 2003

FAIRFIELD PROPERTIES INCORPORATED  
5510 Morehouse Drive, Suite 200  
San Diego, California 92121-9294

"To Whom It May Concern:

YOUR ADVERTISEMENT QUOTES "SHOULD YOU HAVE ANY ADDITIONAL NEEDS PLEASE DO NOT HESITATE TO CONTACT ANY STAFF MEMBER." (See Your Post Card enclosed). We contacted Alize regarding a problem we had with Cox. On 2/28/03 we asked Leasing Agent ALICE CAREY if Alize could make a FIVE MINUTE CALL to their contact at Cox to clear up a problem we were having with our Cox Cable. Her solution was to refuse to do so, followed by her reply that it was between Cox and us. This was after we had already tried to deal with Cox ourselves to no avail.

YOUR ADVERTISEMENT QUOTES "PLEASE RATE THE SERVICE OF OUR STAFF." (See Your Blue Post Card enclosed). On 6/5/03 when we told ALICE CAREY that we did not appreciate her lying to us that our Cox cable had been fixed when it had not. Alice Carey got verbally abusive with us by falsely accusing us of being high maintenance tenants, telling us that she is going to gossip about us to all of the office staff, and by ordering us to get out of the Alize Leasing Office and never come back. We told Alice Carey, "We pay all of rent early, are quiet and clean tenants. How is that high maintenance?!" After that, Alize's assistant manager, VANESSA WILLIAMS, RETALIATED against us for voicing our legitimate complaint to Alice Carey by telling us that we were permanently banned from the Alize Leasing Office. It is ILLEGAL to commit retaliation against residents for exercising their tenant rights. (See California Civil Code Section 1942.5 (c)) Such means that you are causing us monetary damage by forcing us to have to send our remaining rent checks via certified mail (which is extra money out of our pocket) in order to make certain that our rent payments are received by Alize before they are due. In addition, we will not be able to use the business center since it is located in the Alize Office even though we are paying for such amenities. This is an infringement upon our tenant rights.

YOUR ADVERTISEMENT QUOTES "PLEASE LET USKNOW IF THERE IS ANYTHING WE CAN DO TO MAKE YOUR HOME MORE ENJOYABLE." (See Penguin Card enclosed). We had been living here only TWO WEEKS when all of this nonsense happened. So you can make our home more enjoyable by DISSOLVING OUR LEASE as we do not wish to stay here any longer. If not then we will NOT RENEW our Lease when it expires.

Our feedback to you is "Thank you for showing us the UNFAIRFIELD DIFFERENCE by acting in accordance with the DOUBLE STANDARD that we have to follow the rules to the letter but Alize does NOT have to abide by its OWN Lease!!! YOUR PIGGY BANK FATTENER ADVERTISEMENT quotes, "Receive a referral bonus of \$400.00 for recommending someone who becomes a resident." We now know why you have to BRIBE our tenants to get referrals. (See Piggy Bank Card enclosed).

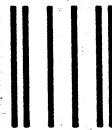
Very Disgustedly Yours,

Michael and Elana Laham  
2 Enterprise #8316  
Aliso Viejo, CA 92656  
FAX 562-982-5711

Enclosed: Post Card  
Penguin Post Card  
Piggy Bank Card

We hope the transition into your new home has been smooth,  
and that you are enjoying all the benefits our community has to  
offer. <sup>\*</sup>In the interest of serving you better, we ask you to take a  
moment to share your thoughts on your new home. • Should you  
have any additional comments or needs, please do not hesitate  
to contact any staff member.

*We appreciate your time, and know you will  
"Experience The Fairfield Difference"!*

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 23385 SAN DIEGO CA

POSTAGE WILL BE PAID BY ADDRESSEE

**FAIRFIELD PROPERTIES INC  
5510 MOREHOUSE DRIVE STE 200  
SAN DIEGO CA 92121-9294**

**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



FAIRFIELD PROPERTIES, INC.  
5510 Morehouse Drive, Suite 200  
San Diego, CA 92121-9294

	Excellent	Good	Fair	Poor
Please describe the condition of your apartment at move-in.				
How would you rate the community's appearance.				
<input checked="" type="radio"/> Please rate the service of our office staff.				
Please rate the service of our maintenance personnel.				

Property name: \_\_\_\_\_

What do you enjoy most about your apartment: \_\_\_\_\_

\_\_\_\_\_

What was the deciding factor in making our community your home: \_\_\_\_\_

\_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Apt. \_\_\_\_\_

Thank you for your assistance!



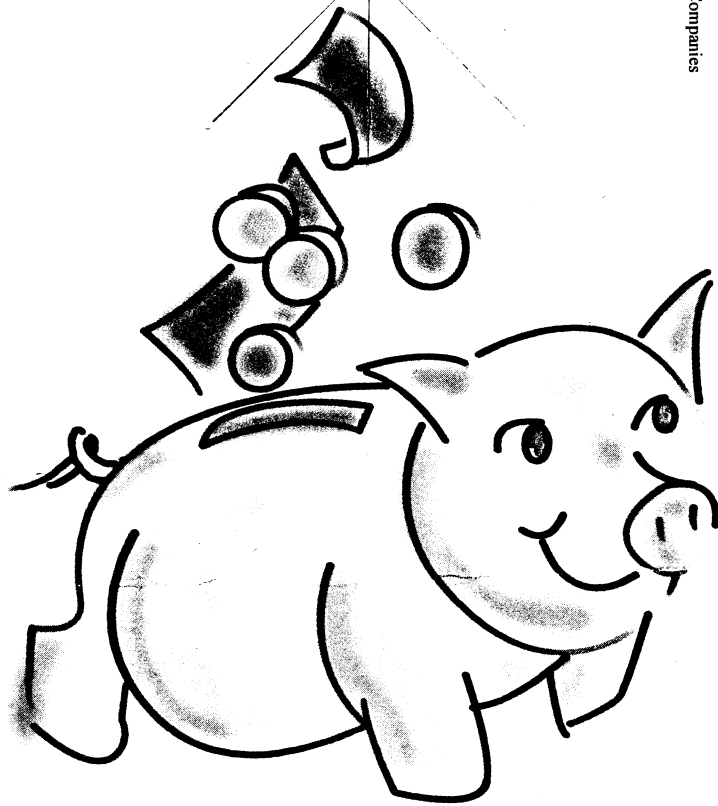
*Welcome  
Home*

*Your new home has been given our  
personal attention.*

*• Please let us know if there is  
anything we can do to make your  
new home more enjoyable.*



*Thank You.*



# Piggy Bank Fattener!

We're offering our Residents an  
opportunity to bring home the bacon!

★ Receive a referral bonus of \$ 400.00  
for recommending someone  
who becomes a Resident: by 4/30

**You could split it with them  
or hog it all to yourself!**