

**From:** KBlodgette  
**Sent:** Monday, March 31, 2008 5:10 PM  
**To:**  
**Subject:** Letter of recommendation

To Whom It May Concern:

Virtual Service has provided security for our building in the form of CCTV (cameras), card access, and Virtual Doorman service since it was built back in the summer of 2007. They remain responsive to our needs and efficient. To date there have been two minor robberies where they were able to provide video footage to the police, which led to the apprehension of one of the felons (a delivery person, who stole our part-time concierge's cellular phone when his back was turned). When this footage was presented to the owner of this delivery company, the delivery person was fired and the company actually purchased a new \$400 phone for our concierge, who was ecstatic.

In addition, Virtual Doorman helped navigate a daily food delivery service for me (Zone Chef), who made nightly pickups and drop offs of specialized foods for me. Although the delivery person was often different each night and language was an issue at times, Virtual Doorman was able to communicate with them and guide them through our lobby and into our secured package room, where they successfully made their food deliveries (sometimes at 3AM) each night, so that I didn't have to be woken in the middle of the night by them buzzing my apartment intercom.

When I picked up my food each following day, I often noticed other deliveries sitting in our package room (ie: dry cleaning and laundry service). This is a great help to those of us in the building who work long hours, as we can just leave a bag of laundry at a time that is convenient to us and then collect it when it's been returned by the appropriate dry cleaner or laundry service. In addition, Virtual Doorman only allows entry to approved guests and delivery companies; meaning no random dry cleaners are granted entry unless a tenant adds them to the approved guest list, which is as easy as sending an email to Virtual Service. When the deliveries are dropped back off, we receive an email notification, (no phone call that could possibly interrupt us if we were in a business meeting), so we know our package is there waiting for us and is being secured by their package room camera, to prevent theft. And of course, they handle the daily UPS, Fedex, and DHL deliveries with ease. In short, the Virtual Doorman service has been a great benefit to me and the other tenants in the building.

Virtual Service also took care of replacing the locks to our buildings front entry doors when they burned out due to a power surge. These were special locks that had to be ordered directly from Germany and were on backorder at the time. Even though the lock failure had nothing to do with them (as locks were provided by a door contractor), Virtual Service went over and above to make sure that we had working locks, so that tenants weren't inconvenienced any longer than necessary.

At times, tenants, including myself, rush out in a hurry and forget our access card and inadvertently lock ourselves out of the building. When this happens, we simply provide the Virtual Doorman operators a password (an answer to a secret question that only we know), and they get us right back inside. We are very pleased with Virtual Service and their standard of quality service.