



Safeguard Realty Management, Inc.

April 21, 2008

To Whom It May Concern:

Safeguard Realty Management, Inc. manages 45 buildings in NYC, however, the one I'd like to address specifically is 2279 3rd Ave. in Harlem, which recently opened and has had numerous tenant move-ins. With 30 years of experience in property management, I can assure you that the most important thing for a management company when taking on a new building is to get off on the right foot with the tenants. This is when first impressions are made and relationships are formed with our new customers. New tenants have plenty of questions and special needs that existing tenants do not have, and most of the time they need to be addressed immediately. Their priority is getting settled in their new home, which means receiving deliveries, while maintaining a secure environment.

At first, when I heard from the developer that they had installed a Virtual Doorman, I was a bit skeptical, mainly because I had no experience with the product. Moreover, I was basically told who the security vendor would be (Virtual Service Security), as opposed to some of our other buildings, where we've had our option of choosing. This could have been a disaster.

Virtual Service took charge from the first day, and immediately distributed the access cards for our tenants, so they could enter the building without any delays. Their engineer, Christian, met us at the building and trained us on the system, making sure to answer all of our questions, so we could assist tenants without having to call Virtual all the time. If we weren't able to answer a question or request from a tenant, we sent it to Virtual and they took care of it for us.

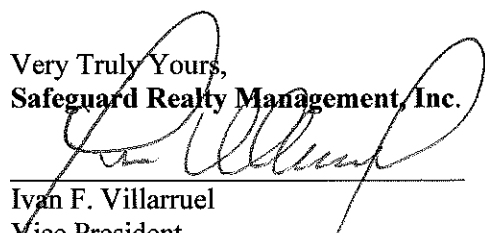
One of the tenants called us recently, concerned over the fact that her apartment intercom didn't work and she was expecting numerous deliveries that day. She was frustrated because the delivery people kept calling her from downstairs on her cell phone, telling her that they couldn't reach her on her intercom, and to please come down and let them in. This particular tenant called us and asked us to send out a repairman to fix it. Unfortunately, I discovered that the intercom company wasn't Virtual Service and wasn't coming any time soon to resolve the problem, despite the fact that the system was still under warranty.

That's when I called Ralph Stein, from Virtual Service. He said that even though Virtual didn't install or maintain our intercom system, some of his technicians would be in the area in the next hour and that they were experts in this particular system. Within approximately 60 minutes after my calling him, the intercom was fixed and our new tenant was happy.

This week, we had our first tenants' condo board meeting. In spite of the short notice, Ralph made time during the evening and made the trip up to Harlem, where he spent a full hour of his time explaining the system and fielding tenants' questions.

We highly recommend Virtual Service.

Very Truly Yours,
Safeguard Realty Management, Inc.


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Vice President
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