



REAL ESTATE

Charles H. Greenthal Management

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To Whom It May Concern:

My name is Richard Rocca and I manage 8 Union Square South for Charles Greenthal Management. In addition, to this building, we manage over one hundred fifty, other buildings in the NYC area. As a building manager for more than thirty years, I've received many tenants' requests; some of them standard-issue and others that fall into the "going over-and-above" category. Being able to deliver the latter is what makes a management company great. To accomplish this, it takes teamwork.

At this stage in my career, I've pretty much got my job down to a science. In order to do it successfully and keep my tenants happy, regardless of what category their requests fall under, I need to be able to say "yes" about 90% of the time. With luxury buildings like 8 Union Square South, however, not only do tenants have unique requests, but often they need to be addressed "yesterday." Thanks to Virtual Service and their teamwork, which makes both my tenants' lives and my job that much easier.

Every building manager has had to deal with service companies and their service contracts, such as boiler, elevator, and security companies. And like everyone else, I've had to partner with some great ones and some horrible ones over the years. The main difference between the good ones and the bad ones is their ongoing responsiveness after they've completed the initial job.

Whenever I email or call Virtual's rep, Ralph Stein, with a service request, I always know the answer will always be yes. Most of the time, Virtual Service can remotely tap into the building's system while I'm on the phone with Ralph and complete my request, however, once in a while we require a rare service call. Either way, the worst case scenario is usually, "Rick, we'll be there first thing tomorrow morning." The most important thing for me as a manager is that I get straight answers and a solid timeline so that I can plan properly and relay this information to my tenants. Virtual gets the highest marks on all counts, as they have never given me the runaround and always serviced the building in a timely manner.

One thing I like most about their system, is its remote programming feature. Before our building's card access system was even activated, Ralph sent me all of the access cards for its tenants, and also included a log of all the codes for each card. He also had the building purchase spare cards "just in case"- a great call. Any time a tenant needs a spare card on a moment's notice, I just email Ralph the card number and the card is programmed and ready to go almost immediately; no service call is needed. If I need to deactivate a card that's been lost or stolen, the same holds true. This is perfect for those, "we need it yesterday, if not sooner" types. Tenants are actually shocked when I tell them that their card will be ready for pickup in five minutes.

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On all counts: quality of service, response time, personnel, system design, quality of equipment and quality of installation, Virtual ranks superior.

Very Truly Yours,

A handwritten signature in black ink, appearing to read "Richard Rocca", is positioned below the text "Very Truly Yours,". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Richard Rocca

Building Manager - 8 Union Square South