

L'HERMITAGE II



February 25, 2011

Mr. Gil Neuman
Kent Security Services
14600 Biscayne Blvd,
Miami, FL 33181

RE: ALY AUGUSTE SECURITY DIRECTOR

Dear Mr. Neuman:

I am writing to once again praise the performance of our security director, Aly Auguste in regard to another emergency condition which we had on Sunday, February 20, 2011. At about 6 p.m. on Sunday we experienced a fire in one of our dumpsters in the North dumpster room adjacent to the lobby and mail room. The smoke detector in the room set off the sprinklers, which signaled our front desk security staff and the fire department initiated their response.

Almost at once, Aly Auguste notified me at my residence advising me of the alarm and that he was enroute to the building. Upon arrival, he assumed control of the staff, and assisted the fire department officers and investigators. In addition he informed his supervisor (who spoke with me throughout the evening), and he again called me to personally advise me of the particulars of the incident.

He also notified the restoration/water mitigation response personnel to come to the building, as well as two of our maintenance and engineering personnel. Due to his immediate response, all of our necessary personnel were on site in a timely fashion and mitigated any unnecessary water damage and/or dangerous conditions for our residents.

Lastly, as usual he documented all of the damage with photographs and assured that proper incident reports and a supervisors summary of the events were prepared in a timely manner. All required information was also supplied to the fire department and he received the necessary information to identify the case number and investigating officers.

As you know, during the last 13 years we have had a number of serious incidents and life and property damage type incidents, including fires, floods and Hurricanes. In each case, Aly has always been on-site immediately and in each case he has performed in an outstanding manner. We are certainly pleased to provide this letter of recognition on his behalf. He is a valued employee and a credit to your service.

Sincerely,

A handwritten signature in black ink, appearing to read 'Paul G. Moore', written over a horizontal line.

Paul G. Moore, C.A.M.
General Manager & Registered Agent