

L'HERMITAGE I



December 19, 2006

Mr. Gil Neuman, CEO
Kent Security Services
14600 Biscayne Boulevard
North Miami Beach, FL 33181

Re: L'Hermitage I Condominium and L'Hermitage Community Association

Dear Mr. Neuman:

I just wanted to compliment your organization for the wonderful job that they are performing at L'Hermitage. Since Jorge, Shelton and Alex have become part of the team things have dramatically improved. Staff relations have also improved which is extremely important. The response time, the individual attention, the resident and Board interaction and quite frankly the performance is not only meeting our expectations but exceeding them. As you and everyone else know, I can be very difficult to please and I strive for perfection so the fact that I am sending this email should weigh heavily. I believe that the team that you have in place not only makes your life easier but also mine and Paul's.

I also wanted to send an extra thank you for the support that both your onsite team and corporate management gave us when we had that unfortunate suicide earlier this year. Everyone was professional but more importantly genuine and sincere. I pride myself in being part of the L'Hermitage family and tend to be very protective of my guys and gals here so I was touched to see that same attitude was being reflected by Shelton, Jorge and Alex.

Lastly, it always amazes me that accomplished individuals like Shelton, Jorge and Alex take the time (day or night (I work better at night)) to answer and return messages immediately. In addition, they take the time to listen and implement suggestions. They never have an ego or think that they cannot learn something and that to me is invaluable. They set the example for the rest of the team and I have personally witnessed a transformation of attitudes and behaviors from many of your employees as a result. As you know, but let me reiterate our onsite staff here is absolutely amazing. They are not only great employees but great people and we value them.

I look forward to another successful year and to a continued relationship.

KEEP UP THE GOOD WORK!!

Happy Holidays!

Very truly yours,

A handwritten signature in black ink, appearing to read "Patricia Quintero". The signature is written over a circular stamp or seal.

Patricia Quintero, General Manager
L'Hermitage I and L'Hermitage Community Association