



VENETIA CONDOMINIUM ASSOCIATION

December 4th, 2008

Dear Mr. Gil Neuman,

I am Sharon Dodge, President of the “challenging” Venetia Condominium Association.

I am writing to commend an entire security team, all of our daily service providers here at the Venetia, for nothing short of a superb job performance after nine months of work as our security “partners”.

As you know the Venetia is an “exceptionally challenging” older, downtown building with a history of many years of neglect including to the quality and condition of its security services. The Venetia was a mess actually, until recently. A mixed commercial and residential building, we had hip hop studios on our 7th floor that brought a criminal element into our building, and since we have a popular bar and restaurant on the 9th floor that is open until 3 AM, the Venetia was and still is, *automatically* more challenging than most residential buildings. The downtown location is yet another security challenge.

Several companies failed badly in past years at protecting us from “outside” problems, (including Kent Security, in your first term here several years ago). In addition, “inside”, in our own midst, the rules and policies required for us to live together as a community had been neglected and disregarded for years, and resident’s expectations were that they “did not have to follow rules”. We were unsafe and disorderly from within and without, and no one really believed that could change.

But we have in fact profoundly changed both our quality of life and our security, in very large part as a result of the dedicated efforts of our Kent Security team members. I feel compelled to write actually, to say that I simply cannot give Kent Security enough credit for the turnaround that has come here at the Venetia.

Captain Lazaro Perez has been a remarkable choice as our team leader. With George Castro’s support and assistance, he stepped midstream into this difficult environment, as one the most professional and dedicated individuals I have ever known or worked with, in any capacity.

Lazaro’s work is “above and beyond”, very professional and capable, yet remarkably personal and caring. It has been from day one and that has never varied. He has worked closely with the Venetia Board of Directors, management, our building engineer and our security committee from the start, to do all that needed to be done, all that could be done, to change the conditions and quality of security and community life at the Venetia.

He brings experience, insight, and ideas to the table, and is our partner and our peer in the huge undertaking of restoring the Venetia. We know he cares for our welfare, and can be completely



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trusted with it. He is a "problem solver" also, and we look to him for solutions all the time. Lazaro has also been able with George's help, to select a very good, truly exceptional group of officers here, and to train and encourage the same higher level of service from them as well.

Officer Bayardo Molinares is of like character to "Captain Laz" (as residents call him) and shows a similar high level of dedication and service. He is also smart, reliable and another true professional. Officer James Kirkman is another. All of these individuals go above and beyond duty in being willing to deal with difficulty, enforce rules and educate the residents with courtesy, consistency, and tact.

To have a few stellar individuals "turn up" from any security vendor is unusual enough, but I want to stress that we have a truly exceptional, entire security team, thanks to Captain Lazaro Perez's continuous efforts to train, support, professionalize and "upgrade" his officers performance, and the daily example of Officers Bayardo Molinares, James Kirkman, and others.

I cannot fail to mention each of them in my thanks and appreciation: In addition to Captain Lazaro Perez, Officer Molinares and Officer Kirkman, we are served by Officer Michel Oliver, Officer Alexander Miranda, Officer Jordan Cornelius, Officer Joseph Wesley, Officer Patrick Domany and Officer Ricardo Calderon.

I want to also thank George Castro for his support of the Venetia and our team of officers and for his availability, interest and care for our many needs and challenges.

Fabie Verona, Venetia's property manager is an exceptionally dedicated and gifted person who has made a remarkable contribution at the Venetia in her short tenure. It is not lost on us that we hired her from Kent Security, after she certified to become a property manager. I think it only fair to say thanks and to recognize that she too, is an example of the caliber of person who "comes from" Kent. (I feel almost as if I should console you at your loss!)

As a volunteer Board we feel privileged to serve with all these individuals and grateful to you all at Kent Security. To me, you all stand "head and shoulders" above all the other security companies that I have knowledge or experience of. I think you should be very proud and I am sure that you know how much it would delight us for our wonderful team to be recognized with a generous bonus from you this December.

Thanks again Gil, and have a great holiday season.

Sharon Dodge, President
For The Board of Directors
Venetia Condominium Association, Inc.