



GRAMERCY PROPERTY TRUST

December 15, 2017

To Whom it may concern:

It is my pleasure to write this letter of recommendation for Trusty Cleaning Services. On behalf of Gramercy Property Trust and Mainsail Property Management, I express my gratitude to Trusty Cleaning for smoothing the transition after the sudden departure of Tidy Cleaning's former owner.

Mr. Yim of Tidy Cleaning had provided cleaning services to us for many years. But when he passed, we were in a precarious situation. We did not know who to contact or whether the cleaning services would be interrupted. Mr. Gu then proposed that he take over Tidy's cleaning account, care for the crew, and continue to provide services without disruption. To be honest, I was not sure if such a new company would be able to serve with the same quality. But Mr. Gu and his cleaning company have exceeded our every expectation.

I was especially impressed with the prompt responses to last-minute requests. Two months ago, we had asked Trusty Cleaning to wash the baseboards in the common corridor and lobbies. The crew took out grime that we had not noticed before and made everything look brand new. The next week, when an outdoor cleaning company had left chairs on the tables, Trusty Cleaning moved all of the chairs back, fixing even the scuff marks left behind by the previous crew. Just a week ago, when a handyman not pouring enough water to flush out the drain caused a foul odor, Trusty Cleaning resolved the issue. Although none of these problems were caused by its crew, Trusty Cleaning skillfully took care of all requested and more.

If you have any questions concerning the competency of Trusty Cleaning, please do not hesitate to call or email me.

Sincerely,

A handwritten signature in black ink that reads 'Fred Nalls'.

Fred Nalls, CFM