

AUTOMATIC LAUNDRY

Hadwin Park Place II Condominiums

11 Hulbert Road
Worcester, MA

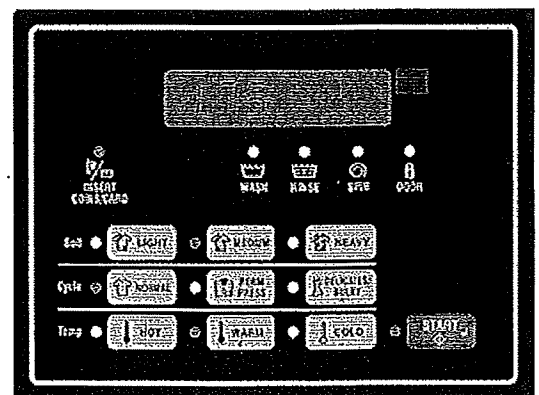
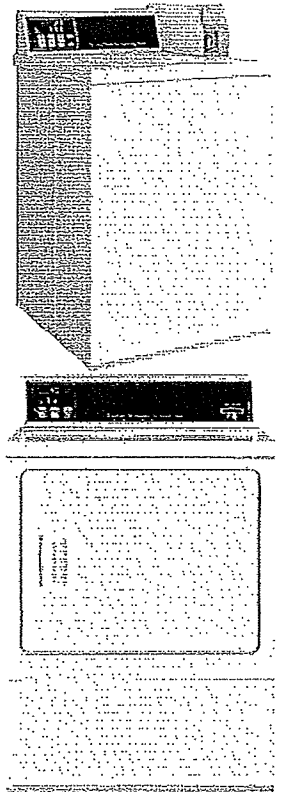
RE: Laundry Lease Bid for Hadwin Park Place II Condominiums

Thank you for giving us the opportunity to submit a proposal to continue managing the community laundry room serving 11 Hulbert Road Worcester, MA. After a review of the laundry room we would like to install Speed Queen "Quantum®" washers and dryers. The "Quantum®" series of High Efficiency (HE) washers are **Energy Star qualified**, and provide condominium communities like Hadwin Park Place with a better solution to managing their energy costs and laundry needs.

WASHERS: Speed Queen Quantum® Top loading washers only use 16.6 gallons of water per cycle, compared to older model top load washers which can use up to 40 gallons of water per cycle. Top load washers have stainless steel inner washtubs, reducing the possibility of mold growth and washtub puncture damage. Quantum® washers offers residents nine different wash cycles to choose from plus additional "Premium" cycles increasing their choices up 18. Other brands of front load washers only offer users six cycle selections

Dryers: "Quantum®" dryers provide five separate heat selections, "High" (cottons), "Medium" (perm press garments), "Low" (micro fiber garments), "Delicate" and "Fluff" (no heat). The current dryers only have three cycles. Speed Queen drying cylinders are made of brushed steel. Speed Queen Dryers dry faster, have a larger load capacity and generate a fan speed of 220 CFM. By combining higher fan speed with a larger drying cylinder Speed Queen Dryers will dry more efficiently, and will reduce drying cost. By being more energy efficient, Speed Queen Equipment will reduce energy costs!

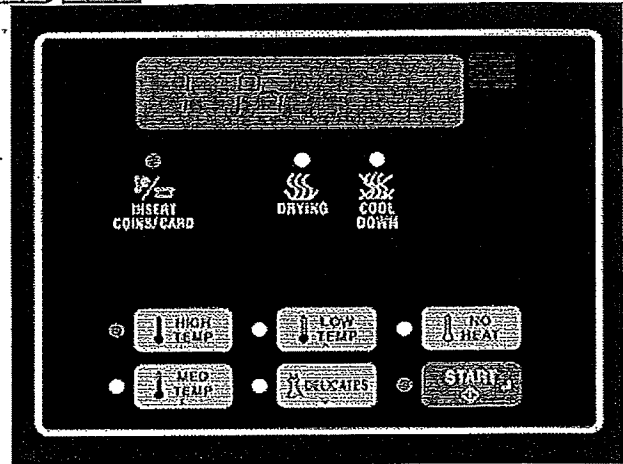
Quantum® washers offers residents nine different wash cycles to choose from plus 18 additional "Premium" cycles increasing their choices to up 27. Other brands of front load washers only offer users six cycle selections. Quantum Dryers offer five separate cycles most others only offer three.



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Dryer Top-Off Cycle: Speed Queen Dryers feature a “Top-off” cycle, where residents can purchase additional drying time at any time during the initial dry cycle.

Hours of Operation: Quantum® washers and dryers can be programmed to automatically turn themselves off each night, and then turn themselves back on again each morning, thus assuring that residents will not use the equipment between certain hours each evening.



Dryer Venting: Proper dryer ventilation is critical to insure that dryers work efficiently and properly. We do not use flexible venting which can trap lint and dent easily. Properly maintained dryer vents combined with Speed Queen’s higher exhaust fan speed and larger capacity will reduce drying times. Residents will appreciate the ability to process their laundry faster and with less hassle. Shorter drying times will benefit the property because utility costs will be reduced. During the term of the lease Automatic Laundry will clean all dryer vents once annually.

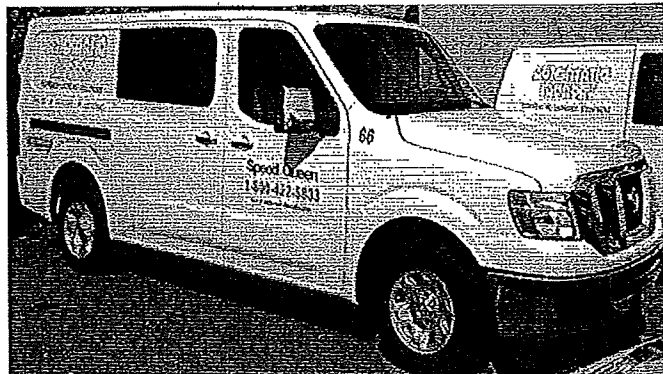
Premium Cycles: These cycles are based on soil levels and offer residents a “MEDIUM” wash option which offers residents an additional rinse cycle and a “HEAVY” wash option which offers residents a prewash and an additional rinse cycle. The “Normal” nine wash selections are referred to as “LIGHT SOIL”. There are additional charges for both the “MEDIUM SOIL” and “HEAVY SOIL” wash options.

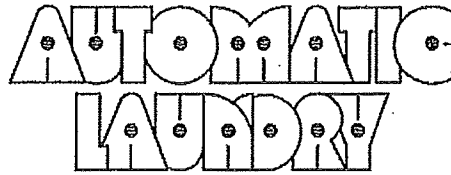
Collection Protection: Quantum® laundry equipment exclusively features a computerized Auditing system which cannot be reset or manipulated. Accompanying each and every Automatic Laundry “Rent” check is a statement detailing the collection date, Collection period, gross collections, and the ownership’s share of collections.

SERVICE: Service requests will be repaired within eight business hours during regular workdays. The service department is in constant contact with each service truck.

Our dispatching system, in combination with GPS tracking technology, allows our service managers to efficiently dispatch all service requests.

All of our service trucks are completely outfitted with a full complement of parts, so that repairs can be made on the first





visit. You will never have a machine out of order because we are waiting for parts.

PAYMENT SYSTEM

Automatic Laundry has deployed thousands of laundry payment systems and offers the latest in secure transactions and flexible payment options.

Payment System: Code to Card Payment Options:

Improved Payment System: Over the past ten years we have been upgrading out of date traditional coin systems with our Credit, Cash or Code to Card systems which eliminates the need for coins and allows residents to add-value to their laundry cards via the internet with their PC or mobile device with a debit or credit card. This gives your residents greater flexibility with how they chose to add funds to their laundry card. Please note we have had great success with these systems throughout New England

Code to Card Payment System: Upon installation each resident will be given one of our Resident Advantage Cards® with \$ 3.70 of complimentary value on it. A "Code to Card" Box will be installed on the property, where residents can "add value" to their cards. Residents simply log on to our secure website (www.revaluemycard.com/automaticlaundry) and register their laundry card onto our system and then using their credit or debit card they can purchase additional value for their laundry card. Our system will issue them a secure six digit value code. Residents then take their laundry card and the six digit code to the Code to Card Box and insert the card into it and then input the six digit code via the key pad and instantly the value you purchased via our website is placed onto your laundry card. Residents who do not have internet access may purchase additional value by calling our offices and relaying Credit Card information to our customer service representatives or by mailing a check to our offices. Residents who set up a profile on our site can take advantage of our TEXTING feature which allows residents to send text message requests to add-value to our site which in turn will issue residents a "Value "code for the value they requested via TEXTING. Automatic Laundry has deployed our code based revalue system throughout the Greater Boston Area.



Immediate Refunds: The "Code to Card" feature of our Resident Advantage™ system allows our Laundry Card Administrators to issue refunds immediately by phone, texting or email by issuing residents a "REFUND" code, which residents can immediately redeem by inserting their laundry card into the Add-Value Box and then entering the "Refund" code on the key pad and the value of the refund will be placed back on the resident's laundry card.

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www.automaticlaundry.com: In addition to calling our 24 hour service number, residents can visit our web site to request service on-line, obtain refunds, learn how to do their laundry, and how to properly use the equipment simply by visiting our website.

Bid Summary

Item	Description
Speed Queen Quantum® Laundry Equipment	<u>4 x Speed Queen Card Operated Large Capacity, High Efficiency Topload Washers.</u> <u>4 x Speed Queen Card Operated, Large Capacity Electric Dryers.</u>
Secure, Laundry Card Payment System & Cash	Code to card add value station with online capability and immediate refunds. Allows residents to register their laundry Cards and purchase value codes online. We will mount the new unit in a central location.
Room Accessories	1) Brightly colored instructional signs, featuring our 24-hour service number and our web address to request service on-line 2) Stainless steel hot and cold water fill hoses to prevent flooding.
Base Vend Prices	\$ 1.85 Top Load Washers \$ 1.85 Large Capacity Dryers
Annual Vent Cleaning	Automatic Laundry will clean the interior dryer vents annually during the life of the contract.