

Royal Glen Holdings, LLC

Martin R. Schrager
313 Poplar Ave.
Cincinnati, OH
45215

December 18, 2013

To whom it may concern:

The purpose of this letter is to comment on the quality and value of service received through our partnership with R.O.I Enterprises, Inc. dba Paradigm Property Management.

I have been co-owner of Royal Glen Apartments for one year. We came to know Shelley, Ron, Marguerite and Justin (principles of Paradigm Property Management) through a referral from the company who brokered the acquisition of this property.

Paradigm Property Management has been instrumental in our process of "turning around" Royal Glen. The prior owner ran the business with a "minimum necessary" philosophy, keeping rents extremely low in order to minimize turnovers and maintenance. The property had become full of "low end" tenants with low expectations. However, we knew RG had potential for becoming a profitable business and a respectable place to live. We also knew we would need the right people to run the day-to-day operations to make that happen.

Utilizing their expertise in tenant management, maintenance, and general business acumen we have been able to rid ourselves of the bad apples, keep the good ones, and start turning a profit. Their network of contractors helps keep costs reasonable while moving towards a higher standard of quality. They have been dependable and responsive to our needs. They understand our business strategy and work with us to meet our goals. We have weekly updates and quarterly face-to-face meetings to discuss issues, rents, strategies, and accomplishments.

I highly recommend Paradigm Property Management as a property management firm.

Sincerely,

Martin R. Schrager
Owner, Royal Glen Apartments
Royal Glen Holdings, LLC



P.O. Box 53769 • Cincinnati, OH 45253-0769

June 14, 2010

To whom it may concern:

It is my pleasure to write a letter of recommendation for Paradigm Property Management. I have been a client of Paradigm's since 2006. Paradigm manages two apartment communities for my family business - The Washington, a 34-unit senior independent living community in Bellevue, KY, and Dayton Square, a 35-unit community, in Dayton, KY.

When we acquired The Washington in November, 2006, the property had a 32% vacancy. Within only a few months following acquisition, through diligent, cost-effective marketing and networking efforts, Paradigm had achieved over 90% occupancy. Since then, the property remains in the mid to high 90's occupancy, with the lowest delinquency rate in our portfolio. The greatest reason for our continued success with this property is the fact that Paradigm treats the residents as if they are family. Shelley Burkhardt hosts several resident appreciation events every year. She has been caught on film dancing with the residents at many of these events. It is through this relationship building, which is as natural as breathing for Shelley, that The Washington maintains a much lower than typical unit turnover percentage. This is just one example of how Paradigm goes above and beyond the contractual terms in order to satisfy their clients.

So, it is with unabashed enthusiasm that I recommend Paradigm Property Management for your apartment management needs. I am certain that you will be as thrilled with their personal, yet professional, service as am I.

If I can be of any further assistance, please do not hesitate to call me.

Sincerely,
Mike Rader
Managing Partner
513-260-2617