

Life. Action. Community.

October 22, 2007



Judges of the BBB Torch Award  
c/o NorthStar Moving Corporation  
9120 Mason Avenue  
Chatsworth, CA 91311

To whom it may concern,

This communication is sent in commendation of NorthStar Moving Corporation.

NorthStar partnered with Action Property Management in 2005, to assist in development of a move in plan for its high-rise communities, specifically a 138 unit luxury high-rise condominium in Marina del Rey, California. The configuration for move-ins was very restrictive due to covenants imposed upon the development through reciprocal easements and adjoining properties.

The President of NorthStar understood our unique circumstances and took the lead, met with us, and went the extra mile by sending mock trucks out to ensure that the size of the vehicles were appropriate for the move and restrictions imposed against the building. This service level was not only unexpected but went far and above any other local movers who were asked to accommodate our situation. NorthStar also assigned a specialist in their office to coordinate and work in concert with our on-site team to set residential move-in appointments (as frequent as three per day). NorthStar ably staffed the moving trucks with the appropriate number of movers, so that we could effectively meet the move-in demand which was escalated by anxious buyers and an ever demanding real estate market.

In several high profile moves, NorthStar moved residents out of their existing home, stored their belongings for several months until their new home was finished, then subsequently delivered their belongings, in tact and order as if it were a single orchestrated move. Accolades were received from most every person having the luxury of the NorthStar experience.

Needless to say, NorthStar has earned the recognized title of preferred mover for all our mid-rise and high-rise properties totaling in excess of 2,500 residences. Their expectation of themselves earns the highest praise from residents moving in and out of an "Action" managed community. NorthStar carries their own torch and certainly deserves to receive another from the Better Business Bureau.

Sincerely,

A handwritten signature in black ink that reads "Bruce Ratliff". The signature is fluid and cursive.

Bruce Ratliff, CCAM, PCAM  
Director of High Rise Operations