

PROCEDURES DURING NORMAL BUSINESS HOURS

If you have a maintenance request during normal business hours (*i.e.*, 9:00 am to 6:00 pm), please direct it to the Riviera's superintendent of maintenance, Aramis Fournier, either in person or via the doorperson on duty. If your request is not attended to in a timely manner, please contact our office.

EMERGENCY PROCEDURES AFTER NORMAL BUSINESS HOURS

If you experience an emergency after normal business hours (*i.e.*, before 9:00 am and after 6:00 pm), please contact the Riviera's superintendent of maintenance, Aramis Fournier, or the doorperson on duty, and he will in turn contact the vendor that can best address the emergency situation.

If for some reason no one on the Riviera staff is unavailable or unable to provide aid at the time of the emergency, Midboro Management, Inc. has a 24-hour, seven-day per week emergency pager system that you should use.

To use the emergency pager system, please dial Midboro's main number (212-877-8500) and then dial extension 88. Once you are connected to extension 88 you can leave a message detailing your name, apartment number, the nature of the emergency and your call-back information. The manager who is on call will respond to your message within 15 minutes.

Please remember this system should be used in emergency situations only.

Midboro Directory

Purpose of Call	Person/Department	(212) 877-5800 Extension	E-mail address
Question about monthly bill	Accounts receivable	228	ar@midboro.com
Sales/sublets/ refinancings	Kimberly McDowell	232	kmcowell@midboro.com
Problems in your apartment (Please also contact your superintendent)	Shana Altstaetter - Account Executive Jackie Lora - Assistant Property Manager	203 217	salt@midboro.com jlora@midboro.com
All other issues	Receptionist	235, 236, 0	n/a
Directory of extensions		555	n/a
After-hours building emergencies	On-call account executive	88	n/a
General fax number	(212) 875-0808		