



Life just got easier.®

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Thank you very much for calling Mac-Gray regarding Woodbrook Campground. Mac-Gray would be please to serve the residents and owners with the very best high efficiency washers and dryers. As well as the newest technology in pay and service reporting with Mac-Gray's Change Point system. Change Point allows the end user to pay for their laundry with credit, debit or coin right in the laundry room. In addition, a service call can be entered through this devise. The Change Point devise also has built into it Mac-Gray's LaundryView™ system. The residents will be able to look at what equipment is available from their unit via the internet. The system can also email a resident when machines are available for use. Please go to www.laundryview.com and www.macgray.com/changepoint1. for a demonstration. As I mentioned this technology has been developed by Mac-Gray and has very well received by residents and owners. Mac-Gray would need an active data line in the laundry room and we would take it from there.

Mac-Gray currently services over 800 college campuses nation wide. We are the largest supplier of these services in the country. Several of our schools have been doing business with us for over 50 consecutive years. A few examples are MIT, Harvard, Yale and Dartmouth. Currently every college campus in Maine does business with Mac-Gray. We also serve Keene State and Franklin Pierce College in your area. Our local service person lives in Townsend, Ma. approximately 20 miles from your location. With this track record and length of service we must be doing a lot of things right. Mac-Gray is also a public company traded on the New York Stock Exchange under TUC.

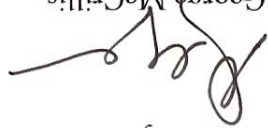
The following is an outline of what Mac-Gray would propose:

1. At Woodbrook Provide, deliver and install in the laundry room, three Maytag front load washers, four Maytag dryers, and one online point of sale machine, at no cost to you. The washers will be Maytag's new front load washer which is the highest rated Energy Star washer and has a CEE Tier III rating.

2. Provide a total maintenance program of service performed by our factory trained Red Carpet service technicians, at no cost to you. The residents can report service from the laundry room point of sale devise, through the internet via LaundryView™ or call us direct on our 1-800 service lines.
3. Provide all repair parts required to repair equipment, at no cost to you.
4. Provide customer service by handling resident complaints for clothing claims and refunds due to equipment malfunction.
5. Provide a forty-six million-dollar property and liability insurance for damage incurred due to machine malfunction.
6. Provide a regular collection service, which immediately verifies all income. Your representative is always welcome to be present.
7. Assume responsibility for vandalism incurred to the equipment.
8. Mac-Gray would pay 50% of all laundry room revenue collected up to \$85.00 average per machine per month and 65% of all revenue collected over \$85.00 average per machine per month. Mac-Gray would reserve the right to keep a minimum of \$38.00 per machine per month.
9. Mac-Gray will enroll you in our new Client Resource Center. This password protected internet site would give you the ability to see all of our collections, checks issued and every service call. Not only can you see when the service call came in, but also when it was completed and what the problem was. Mac-Gray would also set the property up with direct deposit for your commission checks if you would like. There would be no waiting for your payments.
10. Mac-Gray will set Woodbrook up with TechLinux™ and LaundryLinux™. This system lets the office, or end user instantly report service problems directly to the service technician through the web, or through text messaging. Those service calls go directly to the service person's special equipped phone. Once service is complete a message is sent back reporting the machine is back in service.

Thank you for giving Mac-Gray the opportunity to submit this information. I would be happy to meet with you again, or anyone else involved in this process. Please feel free to call with any questions. If you decide to move forward please let me know how I would make out the agreement and I will get that agreement to you immediately.

Sincerely,

Mac-Gray Services

George McCrillis
District Manager