

SCOTT SOIFER

S: I'm a property manager from Walt Greenberg Real Estate.

I: Tell me a little about your day to day job.

S: I manage coops for the company. They are all located in Queens. I handle all facets of the management of the coop from interfacing with residents, vendors, contractors and staff ... the aesthetics of the property, the mechanics of the property, negotiating contracts, dealing with board members, board meetings, budgets ... pretty much everything that comes along with it.

I: In what manner do you work with ALBPC?

S: ALBPC, they are the firm that are on one of my coops – it's the Valerie Arms in Little Neck. I've had the pleasure of working with Adam's firm for two years now. And that's how I know him.

I: Can you tell us about an example of why you think ALBPC is a good law firm?

S: Well, one thing that makes them stand out to me, since I have been working with them for the last two years – a lot of what I have to do sometimes requires a lot of follow up – and that has to do with attorneys, engineers, contractors, vendors of all types. One thing about Adam's firm that I really like is that I don't need to follow up with him like I do with other vendors. They're Johnny-on-the-spot – they're very prompt, they're very efficient, knowledgeable. It's not like I have to keep enquiring when something's going to be answered or when something's going to be completed. I find them to be very professional. Like I said, they get it done. So it makes my job a lot easier.

I: So they keep you updated throughout?

S: Absolutely.

I: And their response time is ...

S: Very quick.

I: How many other coop/condo attorneys have you worked with in the past?

S: I would say probably a half dozen others.

I: And how does ALBPC compare?

S: I find them to be the quickest in response time. For example, when it comes to contracts, you know coops rely on attorneys to create a contract for any major capital improvement or a large job that has to be done in the coop. I find their turnaround time to be very quick on that. They handle any inquiries on the contract fast. It just makes my job a lot easier, as the manager that is facilitating all this.

I: Can you describe maybe a specific example where this is showcased?

S: Just recently Adam's office, Len Ritz, specifically, had to do two contracts for us – for the elevator modernizations that are going to start this fall and also for the roof replacements that have started already. And Len was dynamic in getting these done in an expedient manner. Sometimes, it's not unusual to have to wait several weeks to get a contract but Len got it done very fast. He had me review it, any questions that I had, he had them answered right away. The whole experience was easy. Adam's firm – it stands out to me because they do take care of things in an expedient manner.

I: Great. What qualities do you think that ALBPC has that sets us apart from other firms?

S: You never have to follow up. It's taken care of.

I: Give us a brief of the process you went through with ALBPC, and maybe explain the problem that led you to seek legal help.

S: There was an incident involving ... we had an inquiry ... not an inquiry, we were given notice about an ADA issue.

I: Can you explain what an ADA issue is?

S: The American Disabilities Act. We were told by a New York City government agency that we had to install a ramp in one of our lobbies to provide access for somebody who demanded it. Though we had access already to the building in another portion of the building, this government agency was insisting that that person has the right to get access in the front. So, when that happens it's normal to contact the coop's insurance company – they assign an attorney on the matter – which we did. Adam's office was there alongside with us every step of the way. It seems like he has an attorney that specializes in a different field, so he had people that were specific to those laws working with me. And they got him in accordingly and I felt it was an excellent experience on how they handled it. And they made the process pretty seamless, I have to say.

I: Great. And were you happy with the way with which APBBC handled the construction related issues?

S: Yes. Len, he devised contracts. Very seamless process again. There were some questions I had. Len answered them. Contracts were fine. The vendors had some questions or asked to have some things changed. Len and the contractor went back and forth until there was an agreement or all parties were satisfied. I just thought the process was very seamless, and very easy and quick. That's the main thing I keep stressing. You're not waiting two weeks for an answer, or longer. You're not constantly following up for an answer. You ask the question once and you get the answer. In an industry where everybody is busy – in the real estate industry – I find it refreshing that you have a law firm that is getting you the answers when you need them in an expedient manner instead of making you wait so long and making you have to follow up time and time again.

I: So we make your life easier?

S: At the end of the day, that's what it's about sometimes. There's a lot we have to deal with and if you find a vendor to work with that has got it together and they make your job easier, it's worth noting.

I: Great. Happy to hear that. Are you happy with the results and the legal guidance?

S: Yes, absolutely.

I: Anything else you would like to add?

S: No, just happy to be working with the firm.

I: Is there anything you would like to say to others thinking of hiring ALBPC?

S: Well, if you're a coop that knows you're going to need legal guidance every so often, and you want answers right away, and you want good guidance, I think it's a no-brainer.

I: So you would recommend ALBPC?

S: Sure.