



OFFICE BUSINESS CENTER ASSOCIATION OF NEW YORK

OBCANY IS A PROUD LOCAL MEMBER NETWORK (LMN) OF
OFFICE BUSINESS CENTER ASSOCIATION INTERNATIONAL (OBCAI)
AND HONORED RECIPIENT OF THE OBCAI LMN OF THE YEAR AWARD

MAKE THAT 2 YEARS IN A ROW...2006/2007 & NOW 2007/2008

OFFICERS 2008-2009

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World-Wide Business Centres
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MELANIE MORRISSEY
Rockefeller Group
Business Centers
Executive Director

CHARLES COY
Prime Office Centers
Secretary

HARSH MEHTA
OfficeLinks
Treasurer

ROXANN MCCULLAGH
The Private Office
Corporate Counsel

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PRESIDENT EMERITUS
PAUL CARTER

The OBCANY Code of Ethics & Bill Of Rights For Renters

Anyone who rents an office or conference room, for any period of time, from any Office Business Center (OBC), that is a certified member of the Office Business Center Association of New York, (OBCANY) has the right to expect the following:

Ethics and Experience – That they are dealing with one of the top office rental professionals in the industry who, as part of his or her certification as a member of the OBCANY, pledges to abide by the highest standard of business ethics and conduct; and, attends periodic, ongoing meetings where he or she will receive valuable training and exposure to the latest knowledge, technology, tools, products, services and procedures available, so that our OBCs are better equipped to offer outstanding facilities and services to their rental prospects.

High Customer Service Standards - That the certified OBCANY member that they are dealing with is an individual who is genuinely committed to providing the highest quality of friendly and honest customer service, as well as professional guidance throughout the entire rental process, even if the rental prospect opts not to rent at that OBC.

Referral Assistance – That if the OBC that the rental prospect is interested in does not have suitable or available space to meet the rental prospect's needs, upon request, that OBC operator will gladly offer options to the rental prospect of other experienced and knowledgeable OBC operators that also practice equally high standards of ethics and customer service, either nearby, around town, in other parts of the North America, or around the world.

Environmental Expectations – That anyone renting an office from a certified OBCANY operator can expect optimum value from a facility that has a clean, safe and friendly work environment, with access to conference rooms, courteous reception and mail services.

Pricing Guarantee – That the rates offered for all rentals and services are fair market rates; that prospects can expect to receive a written price quote of those rates and have the confidence that they will be honored up to the deadline date stated on the price quote; and, that as part of its pledge of high ethical standards, in the event of an emergency or disaster period, those fair market rates will not be exceeded by any OBCANY member.

Promise To Care and Listen – That all certified OBCANY operators care for their clients, their facilities, and what renters, rental prospects, brokers and consumers in general, think about all certified OBCANY member organizations; and, offers the opportunity for anyone to report to standards@obcany.com any exemplary or sub-standard performance by a certified OBCANY member, and have it reviewed and responded to in writing within 24 hours from the OBCANY Ethics & Standards Committee.