



August 7, 1997

**U.S. Department of Housing and Urban Development**

Michigan State Office  
Patrick V. McNamara Federal Building  
477 Michigan Avenue  
Detroit, MI 48226-2592

Wayne Gatewood  
Quality Support Inc.  
8201 Corporate Drive, Ste. 1620  
Landover, MD 20785  
SUBJ: Quality Customer Service

Dear Mr. Gatewood:

I am writing this letter to commend the excellent quality of service provided by your staff who serve in our Line of Credit Control System (LOCCS) Security office. Specifically, the prompt service and accurate information provided by Edie Scales, Sandra Vaughn, and the entire staff has been exceptional.

Ms. Scales and Ms. Vaughn have always provided our office with time-sensitive information in a friendly and courteous manner. Their professionalism and obvious well-honed customer service skills has enabled me and my staff to perform our critical role of providing decent, safe, and sanitary housing to public housing residents. On several occasions, we have asked Ms. Scales and Ms. Vaughn to "go above and beyond the call of duty" and each time they have responded in a manner that meets or exceeds our expectations. For example, they have participated in 3-way conference calls to ensure several residents were able to navigate thru the intricacies of accessing LOCCS. Without Ms. Scales' and Ms. Vaughn's assistance, these residents likely would not have been able to perform their roles as officers of their various Resident Councils.

Again, please share our heartfelt thanks with Ms. Scales, Ms. Vaughn, and the entire LOCCS Security staff. Their professionalism, dedication, and quality customer service does not go unnoticed and is certainly appreciated by Department of Housing and Urban Development staff in the Michigan State Office.

If you have any questions, please feel free to contact me at (313) 226-5500.

Sincerely,

A handwritten signature in cursive script, appearing to read "Keith Landrum".

Keith Landrum  
Director, Mgmt. Div.  
Office of Public Housing