

September 4, 1997

Mr. Wayne Gatewood
President, Quality Support, Inc.
8201 Corporate Drive, Suite 620
Landover, MD 20785

Dear Mr. Gatewood:

This is to inform you of the outstanding job performed by your three employees here in the LOCCS Security Office, Denise Young-Floyd, Edie Scales, and Sandra Vaughn.

I have worked with these Quality Support employees for several years with as many as seven years with Denise Young-Floyd. During the combined time that I have worked with these employees, I have found them to be very efficient and concerned with the work that they have to do. They are also very concerned with the users both the VRS users, and HUD staff, a lot of times, going beyond what their duties require to assure the users understand 100%.

With the leadership of Denise Young-Floyd, we have not had a backlog because of the team effort practiced in the department. There are no personality conflicts, therefore the atmosphere in the department has always been pleasant. They have been a tremendous help to me, and I consider it to be a great loss to the department, this agency, and the grantees that they will no longer staff the LOCCS/Security Department. You should consider them a great asset to your company.

Sincerely,



Ruby Penn, Management Information Technician
LOCCS/Security Department
Department of Housing and Urban Development