



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

**Oregon State Office**  
Multifamily Housing Division  
400 Southwest Sixth Avenue  
Seventh Floor  
Portland, Oregon 97204-1632

September 19, 1997

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

Dear Mr. Gatewood:

I recently learned that Quality Support Inc.'s contract with HUD providing LOCCS system security and support services to employees and grantees will not be renewed after September 30, 1997. I was very sorry to learn the Department would be losing yet another resources.

I was especially sorry that I will no longer have available, the services of Edie Young Scales who has been by far the most capable and responsive technician I have worked with in the five years I have been using the LOCCS system. Edie has never failed to provide information and assistance to me or to the many grantees I work with who inevitably encounter problems using or accessing the system.

I have heard many times from grantees about Edie's quick response, expertise, professionalism and patience when helping them through a problem. I have also heard of many instances where she has followed up with individuals to make sure their problems have been solved, wanting to be certain that the client's needs have been met.

We all know how difficult it is to find capable individuals like Edie who consistently provide such excellent service. I will personally miss having her support available. In the event Ms. Scales needs a written reference to secure another position, I would be happy to provide one based on my personal experience working with her.

Sincerely,

A handwritten signature in black ink, appearing to read "Rob Prasch", written over a horizontal line.

Rob Prasch  
Asset Manager  
Multifamily Housing