

From: Michael Shannon Chesterman
Sent: Thursday, October 01, 2009 9:38 AM
To: Patrick, Tonya E.
Subject: Properties Write-Up

Living at the Properties provided our family a great opportunity to have family. We are a Navy family stationed at WPAFB, while my husband is attending AFIT. We have been in the Navy for 14 years, and have never had the opportunity to be stationed with my sister and brother-in-law, who are also in the Navy. They arrived at WPAFB a year ahead of us for AFIT, and chose to live in the Properties. When we learned we would be joining them, my sister asked Tonya Patrick if there was any way we could have houses near each other. She couldn't promise anything, but said she would try. It worked out beautifully! We were on the same street, which was a semi-circle, and I could see her front door from my back. It was probably no more than 200 yards away, and we wore out the grass with morning coffees, and dinners together. Our children had nine months of knowing what normal family is really like. It was heaven!

The Properties have done other things that make them home as well. We have a family with a very sick child, who was in need of some financial help to cover lodging, gas expenses, and bills insurance did not cover. Our church youth group decided to hold a car wash to help, and we approached the Properties about using their leasing office parking lot as the space. Not only did they agree, they provided, hoses, soap, buckets, sponges, a whole fleet of trucks to be washed and made a generous donation.

Finally, I cannot say enough about the maintenance staff at the Properties. Our house did have some problems that were unique, but they were relentless in fixing them. Never did they make me feel like I was a bother. Every time they arrived, which unfortunately was weekly for awhile, they were cheerful, and we joked about the problem. They worked tenaciously to resolve it and never complained. And just recently we left for vacation, and apparently our garage door didn't close all the way when we left at 0300. Upon our return, there was a maintenance slip tucked in the storm door, letting us know they had closed it at 0800 that same day.