

From: Dan Au
Sent: Tuesday, September 29, 2009 12:38 PM
To: Dalton, Michael G.
Subject: Wounded Warrior Program

Mr. Dalton

First let me compliment Cheryl with your leasing office. As a retired veteran she knew of the Wounded Warrior Program, I didn't.

After she gave me my "in processing briefing" and the keys for my residence in WPAFB housing. She noticed I was listed as a 100% DAV on my housing application. She called me after I left and suggested with additional documentation, I would possibly qualify for a reduction off my rent. I got the required documents and was approved for this discount on my rent.

My income is limited.

Last year I paid for propane heat in October [REDACTED], November [REDACTED], December [REDACTED] of 2008.

In January [REDACTED] and February [REDACTED] of 2009. This was due to the economy and rising fuel costs.

THIS WAS A STAGGERING AMOUNT, WHICH CRIPPLED MY INCOME FINANCES, CRIPPLED MY SAVINGS, CRIPPLED A NORMAL LIFE STYLE, AND PLACED STRESS ON MY PHYSICAL CONDITION WHICH MAKES IT WORSE.

This didn't include, water, garbage, electric, vehicle insurance, food, vehicle, gasoline etc. etc. costs.

I have a lung disease which requires me to avoid extreme cold, extreme heat to breathe even with medications. I try to keep a controlled climate which for me is 68 to 72 degrees to be comfortable.

Since being approved under the "Wounded Warrior Program" at Wright Properties, my rent was reduced from [REDACTED] to [REDACTED]. My 1st combined electric/gas bill was [REDACTED]. This was awesome, and a relief to see this bill.

You have saved me [REDACTED] in utility bills alone under the "Wounded Warrior Program". You have improved my quality of life here. This 20 year veteran is very appreciative. Thank You

Please pass along again my sincere thanks to a member of your staff, Cheryl who as a retired veteran, looked out for me by knowing her job and going the extra effort to help me, this impacted my life in a positive way.

Respectfully

Daniel Au, USAF, RETIRED, DAV