

Sir,

As you know, my family & I recently relocated to WPAFB from Vandenberg AFB, CA & moved into a house in The Prairies. I wanted to take a minute to tell you how much we appreciate everything you and your staff did to help us get settled here. As I told you before, we had no intention of moving into privatized housing. Our experience with the privatized housing company at Vandenberg was not positive. We only considered living in the on-base community here as a last resort. Your staff's efforts quickly moved privatized housing from our last resort option to our first. You and your staff bent over backwards to not only meet our family's needs, but also exceed our expectations. You offered & we accepted a house that we are turning into our home.

During our short time living in the house, we had to ask maintenance to fix a cracked pipe under the kitchen sink. To my surprise, the drain was fixed the day I called in the repair order. Maintenance support was another concern I had when we were considering living in privatized housing. Same-day maintenance response at Vandenberg was the exception rather than the norm. Needless to say, I am already impressed with your maintenance team.

Based on my experience with privatized housing management companies, your company should be the standard. Other companies, especially Balfour Beatty, should emulate not only your company, but more importantly your staff's customer service skills.

Again, thank you for making our transition to WPAFB a little smoother and a lot less stressful.

V/R,

Alexia L. Brown, SMSgt, USAF
Superintendent, 88 CPTS & Wing Staff Agencies