

Dear Mr. Boppel,

You and I have never met, and your staff would probably call me "THE PAIN IN THE ASS"! Let me explain. I lost my job after 25 years in a merger in Dayton, Ohio. I was looking for a job in my field for 8 months, and got lucky to find two things, a company named Scott-Gross and an apartment complex called Merrick Place. Karl, I have never lived in an apartment so having to start at 48 years old was not easy. I was probably the worst person that your staff has ever had to deal with. I seemed to find every little problem that most people might have over looked. Maybe I was homesick? Just about every day I was calling the office asking if someone could look at this, and could someone take care of that? Cathy and Marjorie were SAINTS ! No matter what the request or complaint was the office staff never stopped smiling on the phone, and the maintenance staff were always fast to resolve the problem. Danny is the only maintenance guru that I have met in person but he is such a friendly and comforting person. It was like you were talking with one of your friends instead of a maintenance guy who only thought of you as just another renter.

Karl, I can not thank you enough for picking the staff that you have here at Merrick Place. I am not sure what you do to reward your employees for a job well done, But PLEASE... do something for these great people. When I first arrived I would pull out of the gates and look up at the fancy places across the street and thought how new and pretty they were. But Karl, after being here now for a month I look out my sliding glass doors and see the blooms on the trees, the squirrels jumping from limb to limb. People laying out in the grass reading a book or just relaxing. You my friend have got the place to be! I can not wait to see how beautiful it looks when I look out my sliding doors in the fall!

Thanks Again,

Sincerely,

Douglas J. Terlau