

Lighthouse at Twin Lakes Apartments

October 23, 2008

Attn: Mr. Eric Overhage
HandyTrac Systems
501 Staghorn Court
Alpharetta, GA 30004

Dear Mr. Overhage,

I am writing to you in regards to the excellent service that we have received from one of your Technicians. Walter Adair has been an absolute pleasure to work with on our recent upgrade. I called to see what we could do with our outdated key system - it was kicking keys out so we ended up with a huge pile of keys and we had no idea where they went. We needed a solution and we needed one fast in order to ensure a secure key system for our residents.

I called HandyTrac customer service and Walter answered the phone. I explained to him what was going on and he asked me to send him a spreadsheet of the key tag numbers so that he could check the original key map. Walter and I were able to get a new system in place, but the old database was corrupt and was really presenting us with a challenge! However Walter went above and beyond the call of duty to make sure that this problem wasn't left in my lap to figure out. As you can imagine, with 700 units on our property, that would have been a complete nightmare for me! I am very pleased to report that we are well on our way to having a "bug-free" secure key system, thanks to all of Walter's hard work. I would never had been able to get this right without his help and there were days I was ready to just give up. But Walter just kept hammering away at the issue for us.

Walter is a GREAT asset to your company and has made our time working with your company a positive experience!!

Warm Regards,

Chrissy Fleetwood
Service Coordinator
Lighthouse at Twin Lakes Apartments