

May 31, 2013

Paul G. Nelson, Director of Operations  
Access Control Security  
2622 West Lincoln Avenue, Suite 108  
Anaheim, Calif. 92801

Dear Mr. Nelson:

#### WINDSOR MANOR - APPRECIATION

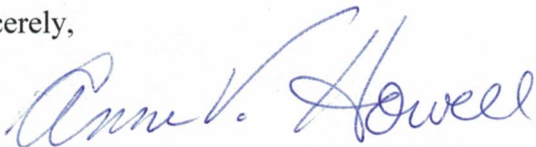
I've been meaning to write about my appreciation for the good work Artur is doing here at Windsor Manor (be.windsor). Early in his shift he checks Porter Street and Windsor Mini-Park to make sure cars are off the street and people out of the park. You may recall that parking is prohibited on Porter after 10 p.m. and the park closes at 10 p.m. Over the years the police and park department have told us they want people out of the park. People in the park after hours tend to attract more people or drug dealing. Better to nip a problem in the bud. Cuts in the city budget eliminated park ranger security several years ago, transferring the responsibility to the police. But the police have more serious matters calling for their attention. It really helps to have the security guards monitoring the park and street.

Artur does an excellent job. He is a very nice person with good people skills. It helps that he speaks Armenian because many of the after-hours people are Armenian. He is a figure of authority but with a courteous approach that readily convinces people to leave the park and street. He is very quick to respond when I call during the night regarding people in the park or disturbances on the street. His thoroughness, gentle but firm way of dealing with people and the good luck of having the major trouble makers that plagued us for so many years no longer around has eliminated night time extended nuisance disturbances.

Artur also is quiet as a mouse when he puts the rings on apartment door knobs at night and when he leaves the newspapers at our doors in the morning. It is nice not to be startled by the sharp crack of a plastic ring on a door knob or the loud thud of a newspaper at 5:30 in the morning. He is very neat, making sure that the newspapers are at our doors, not tossed into the hall.

In short, Artur is a very considerate, thorough and effective security guard. As a resident whose room faces the park, I am especially grateful for his surveillance of Porter Street and the park and his quick responses to my phone calls regarding after ours disturbances and park activity.

Sincerely,



Anne V. Howell  
1230 East Windsor Road #309  
Glendale, Calif. 91205

cc Artur

Michael Walper, be.windsor Executive Director  
Carlos Monarrez, be.windsor Director of Environmental Services