



The Greater Charlotte Apartment Association

The Voice of the Multifamily Housing Industry

June 10, 2010

Mr. Brent Sobol
Happy Home Communities
3334 Peachtree Drive NE, Suite 1501
Atlanta, GA 30326

Re: Today's Crime Deterrence Seminar

Dear Brent:

On behalf of the membership of the Greater Charlotte Apartment Association and the some 140 of our members on hand today, I cannot thank you enough for the terrific presentation you made on "A 10-Step Action Plan to Suppress Crime at Apartments". We were extremely impressed with your verbal description of the crime-related problems that your firm has encountered, and even more so by the direct and effective problem-solving techniques that you have successfully employed. Your nearly 100 slides were very effective in portraying the range and depth of your apartment community challenges. Your presentation was done in a serious and professional manner pertaining to a difficult subject, but you still injected occasional humor into your remarks, which made for a quality learning experience for our members. You obviously are committed to neighborhood quality of life, and recognize the role that property owners/managers play with all the other actors in the process.

In sum, we were very impressed with your presentation and look forward to having you come back to Charlotte soon. Keep up the great work!

Sincerely,

Ken Szymanski
Executive Director