



GOOD WORDS FROM SOME OF OUR RESIDENTS AND PARTNERS

November 2014

Thank you for your kindness, your support, your smiles and laughter, your professionalism and, most of all - thank you so very, very, very much for caring.

Resident from 90 Longwood Avenue



October 20, 2014

Hi George,

The Senior Chorus came to perform for us last Friday morning. When they left the Community Room was left in disarray. I had to leave for an appointment and could not begin to get it back in order. Then, either Saturday or Sunday I learned that your maintenance man Compton came by and straightened everything up.

I am so grateful to him and I wanted you to know how much I appreciated his efforts. My thanks for another job well done!

Sincerely,

Pat Timothy – resident of 61 Park Street



October 9, 2014

Now that the *lead paint remediation* job at the *Egmont Street and High Street Veterans developments* is near completion. I would like to take a moment and give recognition to the *Housing Authority's* Tenant Coordinator, Ellie Finn. Ellie was a pleasure to work with in so many ways. She was always on time, her scheduling with the tenants made the job run very smooth and when a situation arose with one of the tenants, Ellie handled those issues professionally, *courteously* and without reservations. She can multi-task as she organized both job sites not missing a beat. Ellie is a real Team Player and I am Happy and proud to have worked with her on this project and I hope I'll have the opportunity to work with her again in the future. Thank You Ellie!!

Paul Rizzo, Project Manager, Paul J. Rogan Co., Inc.



March 10, 2014

Hi Patrick,

I've noticed quite a few times recently that morale seems genuinely high among housing employees. Both the feel of the office over at 90 Longwood, and the general impression I get when chatting with whomever. I think that reflects directly on you, that whatever you're doing, you're doing it well and very right. Just thought you should know.

Sincerely, Steve

Resident at 61 Park Street



March 20, 2013

Dear Patrick,

Thanks to George Lalli and the Maintenance crew for fixing the laundry room so quickly and efficiently in two weeks time after the fire. Mark and Mike and Maureen all did a good job. Thanks to all the maintenance crew.

Vera

Resident at 90 Longwood



Dear Patrick, Matt and Susan, (and the entire staff, old and new),

If I recall correctly, I moved into 90 Longwood Ave., the last week of January 1989! That's a long time ago! And, a lot of water has gone over the dam since then, for sure. So many friends and neighbors have passed, too numerous to even count. So many stories, far too many to fill the chapters in the book, that, I promise, will be written someday.

Why am I writing to you, and really to the entire staff of the Brookline Housing Authority? Just to say Thank You. Thank you for making this affordable and very livable space available to us. Thank you for maintaining it as well as you do, under difficult circumstances oftentimes. It must frequently be a terribly frustrating job. I do not envy you when you deal with some of the extraordinary circumstances and stories you must hear daily. And, I believe, in spite of some of the complaints from some residents, that you all do a fine job.

Give yourselves a pat on the back and although I speak only for myself, I know many, many residents who agree with everything I've mentioned. And, once in a while it is just time to take pause and say "Thank You", you are appreciated.

Sincerely
Elizabeth



Dear Mr. Dober:

I am writing this email to commend the outstanding customer service that I experienced at the Brookline Housing Authority. I have yet to experience a housing authority staff that is as knowledgeable, as efficient, as helpful, as considerate, and as caring as that at Brookline.

I came into your office a homeless, tired, despondent, single, working mother of a young, school age child expecting to be treated with the usual disdain and callousness I have experienced on this journey. After just one hour, I left your office with dignity, feeling empowered and just that much more hopeful about the future and my ability to raise my son in a safe environment.

The entire staff and the director, Susan, were incredibly friendly and willing to walk me through the entire process of applying for housing. They gave me crucial information that has helped me with the housing application process immensely. However, Desiree nearly brought me to tears with her kindness and compassion which resulted in my feeling safe enough to share seemingly shameful personal information with her that I did not know could help me get housing until she so patiently assisted me with my application.

You have a wonderful organization filled with people who care about their community. I just wanted to let you know that the services you provide, as well as the unsurpassed customer service I have experienced, are greatly appreciated.

With heartfelt
gratitude,
Tanya



Dear Patrick Dober,

Thank-you for the cook-out yesterday at our development. The hot dogs were great, the hamburgers were great, and the company was great. And I always forget how much I love watermelon until my first piece in the summer. So, many, many thanks. I hope the summer is going well for you.

Also, a belated thank-you for the new light bulbs given to each resident, the new hall fixtures (that dim themselves automatically!), and the wonderful new refrigerator. I've had more than a handful of landlords, and can honestly say I have never had anything as good as what I have here with Brookline Housing Authority.

Sincerely
Steve

