

January 5, 2012

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[REDACTED] Housing Authority
Attn: Housing Director
[REDACTED], New Mexico 87506

RE: Letter of Appreciation

Dear Sir:

This is a follow-up letter of appreciation for help that I received as a Senior Citizen of [REDACTED] Pueblo from Mr. Darrell Chino, NAHC Inspector when I had no- where else to turn.

As a senior citizen of [REDACTED] Pueblo with no means of funds at this point since my disability retirement I called the tribal office to ask if someone would come to my home to help me with my water back-up from my washer. I spoke to [REDACTED] at the Governor's office, but because of the holiday weekend no one was available except one person; [REDACTED], Maintenance. She called him to come to check out the problem. Well, I waited for him to arrive at my home. I did call [REDACTED] back to let her know he hadn't arrived; and she in turn told me that [REDACTED] was going to get some gas and come to my house to inspect what the problem was, but he never showed up. I thought at least he would have called? I called [REDACTED] back to say that Mr. [REDACTED] never showed up. By then Friday the [REDACTED] Tribal offices were going to be closed. I had no choice but to wait until Monday frantically thinking about this problem. Then I decided to take a chance and call the housing authority. Well I spoke to [REDACTED] and [REDACTED] who referred me to Mr. Chino. I told them I did not have the funds at this time but if he could at least come and tell me what I needed to do with the back-up issue and I would worry about the funds later.

Mr. Chino did come to my house and tried to fix the problem "on his own" which was very kind and considerate of him. I brought my brother to my house so Mr. Chino could tell him what to do and help. Mr. Chino left but told me to "call him" if the problem and the snake tool did not work that my brother used. I did text Mr. Chino that same evening to inform him the "snake tool" did not work and he told me that he would return the following day; because he wanted to use another tool.

Both Mr. Chino and my brother worked on the water back-up problem the following day for about an hour or so and fixed it! I was so relieved! All I could think of was the cost and all it was that one of the pipes was plugged. I did already buy a bottle of industrial strength draino earlier that week and left the house for about two hours due to the smell. I even went so far as to drain the septic tank and there went my "extra" in-case money.

I am a very happy senior citizen right now! Without the help from the people involved at [REDACTED] Housing Authority and their concern and thought to my problem; I would still be looking or waiting for someone to help me. It is these kinds of people who think of others with the kindness of their hearts that make this old grandma happy. These days you don't find too many people like that around anymore.

In all the years dealing with the [REDACTED] I have never come across staff like yours to help in the way they did. You are very fortunate to have staff to go above and beyond to help people who are really in need of help; especially when there is nowhere else to turn.

From the bottom of my heart I write this letter with sincere appreciation and thank you!

Marcia [REDACTED], [REDACTED] Pueblo
Senior Citizen ([REDACTED])

Marcia [REDACTED]; Daughter & Granddaughters