



303 N. Glenoaks Blvd
Burbank, CA 91502
tel 818 729 8100
fax 818 729 8200
www.frontporch.net

Ms. Barbara Gerber
Devonhill Associates
1535 El Paso Real
La Jolla, CA 92037
barbara@devonhillassociates.com
(858) 456-7800 Phone
(858) 456-7806 Fax

Dear Barbara,

Thank you for the informative assessment of our inquiry call-handling at one of our Front Porch Communities. Although your company only made a few calls to the specific community, you confirmed some of our concerns and identified areas where we can improve how we respond to first time callers.

In every project you have completed for us, your detailed and thorough reports have helped us to see ourselves more clearly through the eyes of prospective customers. In fact, the feedback and information in your reports have often been a catalyst for increasing our occupancy.

We look forward to working with you again in the future.

Yours truly,

Joan Woodworth
Vice President Sales and Marketing
Front Porch
303 North Glen Oaks Blvd, Suite 1000
Burbank, CA 91502
jwoodworth@frontporch.net
(818) 729-8192 Phone
(818) 729-8292 Fax