

## Letters to the Editor



*Arden Hardson  
Long Beach Branch Manager*

Dear AOA:

I would like to take the opportunity to acknowledge your staff member Arden Hardson from your Long Beach office. She is very courteous not only over the phone, but also in person.

She is so professional and detail oriented explaining to us what the AOA programs are all about. She went over some unfamiliar AOA forms that we had questions about and her patience and soft tone of voice made us very comfortable. I would definitely encourage my friends to join AOA because of Arden's professionalism and her knowledge in explaining all the great benefits to join as an AOA member. She sure is a great asset to your business

*Truly yours, Priscilla Zinszer*

Dear AOA:

I'm a member with AOA and I want to thank you for your branch manager, Alison Karnes for the outstanding service she provides. I find her invaluable to the many questions that arise regarding ownership of rental units. Her commitment is shown in her effort to get you the correct information, which makes my job much easier. I'm committed to AOA and Alison for the appropriate information you provide.

*Sincerely, Don Olson*



*Alison Karnes  
Alameda Branch Manager*



*Patricia Newhard  
Orange County Branch Manager*

Dear AOA:

We have been members of AOA for many years. From the beginning, we have enjoyed the fine services of Trish Newhard. She has graciously and professionally always researched and answered all of our questions and concerns and provides us with printed information for any request. We appreciate her expertise and personable attitude. We commend AOA for providing such a qualified person as Trish! *Sincerely, Mr. and Mrs. Art Dean*

Dear Barbara:

Just wanted to thank you so much for spending so much time to help me understand the "fixed term lease" laws and for sending me the landlord / tenant law paperwork. I can't tell you how helpful that was. What an extremely valuable employee you are for AOA! I love AOA, but you are really a true gem. Again, thanks so very much.

*Sherry Todd, Member*



*Barbara Maleski  
San Diego Branch Manager*