



**San Leandro Crime Free
Multi-Housing Program**
Officer Kerri Kovach #251
San Leandro Police Department
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San Leandro, CA 94577
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Date: June 1, 2010

To: Michael Dismuke, Associate Director

Organization: Eden Housing Property Management

Phone Number: (510)582-1460

Re: Manager Marybel Bey
Las Palmas Apartments, 15375/15370 Tropic Court
The Surf Apartments, 15320 Tropic Court

Dear Mr. Dismuke,

Thank you for your time today. Again, I just wanted you to know how much our officers, detectives and police department appreciate the support we receive from Eden Housing Property Management. It is a pleasure working with your exceptional managers, leasing agents and maintenance staff on your properties.

I especially wanted to let you know of the positive changes that have occurred at the Las Palmas and The Surf Apartments on Tropic Court since Eden Housing Property Management has taken over last November, 2009. As long as I can remember (and I have worked here 15 ½ years), Tropic Court, specifically Las Palmas Apartments and The Surf, were a dreaded area for our officers. They have always been known as a high crime area with hardened criminals, parolees, gang members, violent offenders, and constant loitering. There were broken windows, lack of lighting, graffiti and broken down vehicles parked in the lots. Just prior to Eden Housing taking over the property, it had recently become certified in the Crime Free Multi-Housing Program. Eden Housing Property Management supported the Crime Free Program and continued to work with our Police Department, dramatically reducing police calls for service.

I would like to specifically recognize the efforts of Manager Marybel Bey. I have worked with her over the past several months and have been so impressed with her knowledge, professionalism and ability to maintain and manage so effectively. Marybel really pays attention to every aspect of the property, from tenants, tenant's guests, parking, vehicles, loitering, graffiti, and maintenance. There were numerous times when officers or

detectives have come to me with a question regarding a subject who may be known or associated with a tenant on Tropic Court. Every single time I have called Marybel, she answered the phone and provided detailed, correct information. There were also times when an incident would occur and I would let her know ahead of time what was going on and that outside police agencies may be contacting her. Once she was contacted at 1:30 am when she was sleeping. She responded very professional and helped by escorting the officers to her office and providing pertinent information to their investigation.

I am constantly receiving feedback from the beat officers and detectives regarding Las Palmas and The Surf. They all have great things to say about the property and working with Marybel.

Sincerely,

Kerri Kovach

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