



October 13, 2011

Bradley Arnold
County Administrator
7375 Powell Rd
Suite 200
Wildwood, FL

Re: File 310/PMC/MC
XC 09 399 633
Bettis, Richard L.

Dear Mr. Arnold,

Just a note to punctuate my appreciation to Fred Harrop and Linda Johnson for their assistance in getting my mother approved for the VA program "Aid and Attendance".

On a tour of an independent living facility for my father-in-law, we were told about the above mentioned program. We soon realized it would not apply to my father-in-law, but surprisingly might apply to my mother. I made an appointment with the VA in Wildwood and had my first meeting with Mr. Harrop. He showed genuine interest, answered my questions, agreed that my mother could possibly qualified, and set me on a path to get through the process. It took several more meetings with me and sometimes my mother. Each time, Fred was professional, efficient, organized, and encouraging. Yesterday my mother was approved! This will allow my 83 year mother to live in a senior living facility with dignity and security. Without VA assistance this could never have happened.

Please give Fred and Linda a "gold star" for customer service!

Sincerely,

Richard M Bettis
2020 Dove Hollow Run
The Villages, FL 32162

Cc: Fred Harrop

Copy To:		
Commrs	_____	Pub Wks Div _____
Co Atty	_____	Bldg & Dev Div _____
Co Fin	_____	Admin Div _____
Other	_____	Com Svcs Div _____