4336 Garrison Street, N.W.
Washington, D.C. 20016-4035
January 16, 2003

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2003 JAN 21 PM 3:37

Jerrily R. Kress, FAIA
Director
Board of Zoning Adjustment
441 4th Street, N.W., Suite 210-S
Washington, D.C. 20001

Re: *Richard Nero*

Dear Ms. Kress:

I am writing to express my sincere gratitude for the outstanding assistance I received late last week and earlier this week from Richard Nero of your office. I am a member of the D.C. Bar and, along with my wife, applied yesterday for a special exception so we may convert part of the existing basement area of our detached single family house into an accessory apartment. I have no experience in land use issues but I found your office's web site to be an excellent resource.

Because I could not figure out how to deal with every aspect of the application and accompanying exhibits, I called your office and was transferred to Mr. Nero. Mr. Nero spent quite a bit of time answering my questions. He was patient and explained exactly what we needed to do in great detail. He also walked me through the process and explained that if we submitted our application by yesterday, we would be able to have a hearing before the Board of Zoning Adjustment in mid-March. He was extremely helpful, courteous and patient. I venture to guess that because of Mr. Nero's efforts on the front end of the application process, the Board of Zoning Adjustment saves lots of time and is able to make higher quality decisions on the back end of the process. Mr. Nero is a real credit to your office and to the D.C. government!

I have been living in the District of Columbia since 1980. Over the past 23 years, this is only the second time I have ever written a letter praising the performance of a D.C. employee. When I filed our application yesterday, I asked to meet Mr. Nero so I could simply shake his hand and thank him for his kind assistance. He has no idea I am sending you this letter.

Thank you for having such able employees on your staff.

Sincerely,

David P. Frankel

BZA
Case No. 16992
Exhibit No. 24

Board of Zoning Adjustment
District of Columbia
CASE NO. 16992
EXHIBIT NO. 24