

The Housing Authority of Ashland

Scope Towers & DeBord Terrace
3131 Winchester Avenue
Ashland, KY 41101

606-325-7112

606-324-4243

November 11, 2013

John Lindsey
#1 River Front Place
North Little Rock, AR

On Friday, November 9, 2013 our Housing Authority computer system was attacked by a virus (aka Payroll Received By Intuit) that destroyed the computer of Executive Director Rick Young and threatened to also destroy our server. After conferring with our IT contractor, I called Lindsey and Company, informed your operator we were experiencing an emergency situation, and requested to speak immediately with Rick Reynolds. Within minutes Rick was working our problem, was in a three way telephone conference hosted by our IT contractor, and reconstructing the damaged Lindsey files. In due time the process was transferred to Jay Wright.

As a result of everyone's effort, our damage was contained and our Lindsey tenant files were undamaged. *It was thrilling to see the expertise demonstrated by your personnel.* Please express to them our deepest appreciation for a job more than well done.

Sincerely,



Tom Swartzwelder
Deputy Director