

Bigtown Housing Authority  
101 Rosewood Avenue  
Dallas, TX 76757

Mr. Dobby Smith  
Regional Manager  
Bigtown Housing Authority

Dear Mr. Smith,

I am writing to inform you of my recommendations on how to best edit the portion of Bigtown Housing Authority's resident handbook sent to me last month. In this letter, you will learn about the main issues related to the organization, wording, and overall visual design of the resident handbook, as well as the remedies I think are best.

A better system of organization will greatly enhance this handbook. While the headers for each section work, finding headers and each section can become easier with the establishment of a table of contents that lists out the sections in order in one place. I propose a table of contents to be placed in the beginning of the handbook for easier navigation of information. The handbook also has many minor errors in terms of consistent capitalization, abbreviation, pronoun usage and number spelling versus number symbols. Making these all the same will prevent confusion and allow for the document to flow smoother.

In terms of design, this document will benefit greatly from the addition of visuals, to be more appealing and accessible to its readers. One visual in particular is a chart of how much repairs cost and when payment for the damage is due. Visuals with steps are easier to understand than a block of text. I propose these two visuals to be placed in the fines section. Attached to this letter is a style guide I have made that correlates with the typefaces I have used and other edits I have made for consistency.

The compensation these edits will require are as explained below. Pages 7-10, this section of the handbook, will cost \$32 per page. The edits for these four pages will be \$128. Considering the entire 22-page handbook, the cost will remain the same per page, and will end up to a total of \$704. The entire 22-page handbook can be edited within two weeks.

Overall, these three main changes will make this handbook more understandable, consistent, and appealing. To discuss further about these edits, I am available by phone at 123-456-7890 or by email at [uxb6292@mavs.uta.edu](mailto:uxb6292@mavs.uta.edu) all working hours (9-5) of the weekday. I appreciate having the opportunity to help better your handbook and BHA's staff and residents. I am looking forward to your feedback and working with you.

Warm regards,



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## Style Guide - Bigtown Housing Authority

### Numbers

#### Prices

Do not spell out the price, write the amount with the price symbol.

Example: \$25.00, not twenty-five dollars

#### Amount of objects

Numbers should never be written out; all should be typed with numerical values.

Example: 10, not ten.

### Abbreviations

#### Bigtown Housing Authority

Only use BHA, not B.H.A. or bha, or Bigtown HA.

### Capitalization

A single paragraph must never be completely in all capital letters

### Placing Emphasis

#### One Line

Use three asterisks at the beginning and end of sentence as shown below:

\*\*\*This sentence has been emphasized\*\*\*

#### One Word

Put the word in italics