

Joseph Dissen

Pittsburgh, PA 15220

11/20/2008

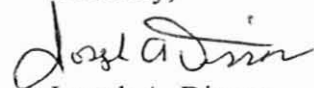
G. S. Jones  
8347 Ohio River Blvd.  
Pittsburgh, PA 15202

Enclosed please find the signed certificate of satisfaction for your repairs of the water damage to my home.

Additionally, I wanted to express my personal satisfaction with the courtesy and professionalism of the G. S. Jones staff. When a home suffers a disaster as this, it affects everything else in **your** life as well. Finances, schedules, plans, your home's sense of privacy and security all suddenly **go out** the window. From the first day your crew arrived at my house, they gave me the impression of being experienced, well-mannered, reassuring, and most important, trustworthy. Watching them **work** on my house through the following months validated this first impression. Everything was very professionally and expertly completed. Any concerns or questions I had along the way were immediately and politely addressed to my satisfaction. I was concerned that with all the activity in my house for those months and all the people moving / packing just about everything I own, etc., that some things might be misplaced or lost. I was very impressed to find, however, that when **all** the work was done, every last item in my house was carefully accounted for.

I would recommend G. S. Jones to anyone as an expert, professional, and highly ethical company. I am truly grateful to project managers Jeremy Martincic and Paul Plubell, estimator Shawn Serapiglia, painter/plasterer Ray and the other young ladies and gentlemen from your company who made my ruined house as good as new.

Sincerely,



Joseph A. Dissen