

August 29, 2008

G.S. Jones
Mr. Scott Jones
8347 Ohio River Boulevard
Pittsburgh, PA 15202

RE: Kenneth J. and Renee' Konias

Dear Mr. Jones:


Please accept this formal "Thank You" to you and your Staff at G.S. Jones, and Varner Remodeling, Jamie Varner and his Crew who performed all our construction work for our damage incurred for our water loss. Thanks to Timothy Nave from Nave Plumbing and Heating who referred G. S. Jones to me for repair work. Thank all of you so very much.

My husband and I are extremely pleased with the services of everyone involved with this claim. Beginning with Shawn Serapiglia, whom is so easy to speak with and who completely relieved the stress involved with the beginning repair of work. Shawn was very helpful in all aspects based on our few conversations. He is very knowledgeable and educated and even made on-site visits immediately for inspection and tests. We are also extremely pleased with Todd Rohal was also extremely helpful and always available with his assistance by phone and in person in assisting with these repairs. Todd made certain everything was to our complete satisfaction. Todd was a huge asset in accommodating us with all our needs at all aspects of all the repair of work. Todd made our repair work so accommodating that we went on with our busy lives with no inconvenience.

Last but not certainly least, Jamie Varner and his crew, performed an outstanding job on all our work. We are extremely satisfied of the choice of their materials and they performed excellent service above and beyond our expected level in their workmanship. They are a very educated, trustworthy, and professional group of Contractors that performed excellent work. Am labeled a perfectionist and I may have mentioned to you that I work in the construction field, supporting eighteen (18) project managers who build and renovate new and used buildings, I've been in this line of work for 23 years, the type of customer/client relationship with your Contractors, Jamie and his staff are exceptional in their line of work. They have gone above and beyond their expected level and are a highly recommended group of Contractors who perform exceptional professional craftsmanship.

Thank you for your staff to assist with our construction, testing, estimating and most importantly making this a pleasure with exceptional employees, contractors and plumbers for an excellent job well done that have performed exceptional work going above and beyond their expected level. Thank you for everything.

Sincerely,



Kenneth J. and Renee' Konias

Dravosburg, PA 15034