

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

9 April 2010

FROM: Clifton and Margaret Murphy  
Pittsburgh, PA 15243-1142

SUBJECT: Letter Of Appreciation


RE: Mt Lebanon, Pittsburgh, PA

A note of appreciation for the magnificent restoration job you did in our storm-damaged family room earlier this year. In spite of an already formidable schedule, Don Bair responded quickly to our emergency and was on site in very short order. He was quite thorough in his assessment of the problem, promptly initiated measures to prevent further property damage and communicated the situation immediately and directly to our insurance company. Don's rapid reaction and subsequent actions, without a doubt, saved our insurance agency and us a considerable amount of money.

A special compliment and thanks to Anthony Ralphs, who not only performed much of the actual restorations, i.e., drywall, plaster, carpet, painting, etc., but, in order to do so effectively, first, had to reposition and safeguard a great amount of heavy furniture and cabinets, as well as scores of fragile artifacts—a major task in itself. And later, he had to get it all moved back. All of this was accomplished without damage or untoward incident. Ralphs' varied and remarkable skills, conscientious attention to detail, positive attitude and a superior work ethic, reflect great credit upon himself and G.S.Jones.

Thanks to G.S. Jones, our family room has been restored to its exact original condition.

Sincerely,



CLIFTON and MARGARET MURPHY