

April 1, 2010

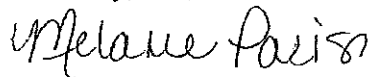
Dear Lee,

I just wanted to take a moment to express my gratitude to you and your excellent staff. When I first contacted you I was in a state of panic. I had water literally running in my kitchen and had tried to contact help for days. I was promised numerous times that someone would show up the next day and no one ever showed. My panic grew by the hour because I have a son who has asthma and his attacks are usually brought on by mold. You answered my call on a Thursday and were at my house on Friday morning with help on the way by 9:30am. Your crew stayed until every last inch that was touched by water was removed.

I was a little overwhelmed with the insurance company and the games they play but you handled that for me as well. My house is finally in order and everything was fixed to perfection. I was impressed by both your professionalism and by the workers respect for me and my home. I trusted all of you 100%. It would be a privilege to pass your name along to someone else in need.

Thanks again for everything.

Sincerely,

A handwritten signature in cursive script that reads "Melanie Parisi".

Melanie Parisi