

392 Rockwell Road
Jackson, TN 38305
February 20, 2008

Dear WTR,

I want to thank all of you again. I have had several remodeling jobs done to my home. Each was stressful in its own way. The water damage to my home and the subsequent repair should have been the most stressful job of all since it was so unexpected. It was not stressful because of all of you.

I want to compliment each and every one of you for your work. It was TOP NOTCH every step of the way.

I appreciated:

frequent calls-It certainly helped my peace of mind and relieved a lot of stress to be informed so often of the progress of repairs.

outstanding work ethic and pride in doing the job right-It was truly a pleasure to see quality work and pride in that quality. I never once had to ask for things to be done or done correctly. Everything was done carefully and professionally before I mentioned it and sometimes even before I thought of it.

reliability-Everyone showed up as stated and WORKED long and hard each time at each and every part of the job.

care and concern for my things-I was particularly amazed as I unpacked my china and crystal. When I have moved across the country, my things were not cared for as well!!

neatness and cleanliness-As I was continuing to live in my home during the repairs, it was a gift to come home each day and find things neat and clean.

willingness to work with me-Thank you for honoring even my unique requests, like my ripple ceiling!

last but not least, genuine concern for me-You may not know that what you say and do reflects your concern, but I knew it was there and appreciated all of you.

Thanks again for a job well done. I will strongly and gladly recommend you to others in the future.

Sincerely,