

2424 NE 12th

Portland, Oregon 97212

May 22, 2010

Dear Ken and the staff of Rock Solid Waterproofing,

My family and I would like to say how pleased we are that you fixed the water leakage in our newly remodeled basement. As you know, I had recently had my basement remodeled just the way I have always dreamt of. However; I never envisioned a flood that would cause mold and the destruction to my dream basement.

I called another waterproofing company; their estimation was far too expensive and would have to destroy the basement and my newly renovated ceramic tile floor in the new bathroom. I am on a very fixed income your estimation was great! There were no hidden fees and it was very affordable. Both Ken and the staff of Rock Solid Waterproofing were very kind and professional. Our basement is now water free. The sump pump is very quiet and does not take up any space at all.

We have two very large freezers in our basement utility room and the crew had to be pushed them to the side to break up the cement and to install the French Drain and the Sump Pump. Once the cement was dry, we called Ken; to ask him if his crew could replace our freezers to their original place, because this would be too heavy for us to do. Without any hesitation; the crew returned and replaced the freezers and even chiseled a previous crack in our basement floor.

I am so excited about the work that was done; I am now the proud owner of a very dry bedroom closet and utility room, I would recommend Rock solid waterproofing to anyone that has a damp, wet and molded basement.

Thank you,

Sincerely,

A handwritten signature in cursive script that reads "Bennie Mae Upshaw". The signature is written in black ink and is positioned above the printed name.

Bennie Mae Upshaw