January 27, 2011

Dear Ken and David, and the rest of the work and office crew from "Rock Solid",

I have been waiting to write you a note and let you know how much I appreciate what you have done for my family.

From the onset, Ken, you came into to our home with a seeming respect for what was going on for us regarding the water damage. You came across confident, and willing to take on the job. I appreciated the fact that you are a family run business and not a large company regarding me just as another small job. Your attitude showed the sensitivity and care.

Throughout our communication, from messages left at the office, to your cell phone calls and speaking with David and Mathew I felt like everyone knew what was going on and did not ask for reminders of who I was or what I needed done. Ken, your communication with the people who run the office was clear and clean. I never felt lost in the shuffle of your busy work projects.

Then came the people who worked at the house. David and Mathew and several other young men worked methodically and neatly, considering our property with respect. All disruptions were minimal as the communication and planning were clear as to what was going to happen each day. We were able to plan our schedules so as to avoid disturbing noises or get in the way of the workers. I could not have asked for a better crew.

As far as workmanship is concerned; I am very, very pleased. Ken was clear about the fact that the place will be as clean and clear as possible of any signs of work. And, it certainly is the case. Aside from natural circumstances like grass growing over some digging a ditch and other minor indicators that there was heavy work done on our property, the yard and indoor spaces were left as unmarked as they could be. The work itself seems to be solid, professional and neat.

I would like to thank everyone again for their concern, care and professional manner not forgetting the personal touch all along.

Gad