

## HEATHER CLYDESDALE

November 23, 2008

To Whom it May Concern:

My husband and I hired Rock Solid Waterproofing to waterproof our basement, where water was leaking in after heavy rains. We interviewed a few companies and found Rock Solid's bid to be competitive. We were also impressed with owner Ken VahnDijk's knowledge and professionalism. The next year we called Rock Solid again for a problem in a completely different area of the basement.

Both experiences were very good: the job was completed quickly and the workmen were courteous. The few unforeseen complications as the job progressed were explained in terms of both cause and cost immediately. When one aspect of the job turned out to be much simpler than expected, the reduced hours were noted and reflected in the final bill.

Most importantly, our basement is now bone-dry whatever the weather and I no longer cringe when I go down the stairs. Instead, the carpeted playroom as well as the storeroom and wine cellar are dry and odorless.

Sincerely,

A handwritten signature in black ink that reads "Heather Clydesdale". The signature is written in a cursive, flowing style.

Heather Clydesdale