

~~Malvern, PA~~

~~Household Manager for The Petro/Messner Home~~

~~109 [redacted] Ave~~

~~Malvern, PA 19355~~

March 1, 2017

Michael McCullough
WLS, President
County Action Restoration
P.O. Box 1793
West Chester, PA 19380

Dear Michael:

I am writing today to thank you for a job well done at the Petro/Messner home in Malvern. The need for mold remediation was not something we had anticipated, nor planned for in the overall scope of our basement demolition and rebuild. You were the first to the scene when the mold was discovered and were able to explain the severity and potential scope of the issue to us in terms that allowed us to realistically decide how to move forward with the project.

Steven and his team did a wonderful job of working with me and our general contractor to make sure we were always on the same page in terms of timing and expectations. The initial scope of the project was completed on time and on budget. Even when the project needed to be expanded, you and your team were able to complete the work quickly and efficiently, allowing us to get back to our original project timetable without issue.

Michael, thank you again to you and your team for your help with this project. Please know that should we need the help of any type of restoration services in the future, County Action will be our first call!

Sincerely,

Melissa ~~[redacted]~~

~~Malvern, PA~~

Household Manager