

1 August 2016

Good afternoon Mike,

A day in June, a simple task of attempting to wash my hands as I set off to work, would unravel an entire unexpected series of events which entailed getting in touch with you and the County Action Team. You came highly recommended by a dear friend Mike MacLeod (electrician), who knew that I needed the best in explaining the ramifications of a hot water heater rusting from the inside out, and filling the basement with water.

I am a tenant, and live in the house by myself. I was devastated. I called the County Action phone number, and even though it was after hours, you, Mike, were kind enough to call me and reassure me that you and your team were on my side (as Nationwide, my insurance company is also), and would do whatever was necessary to ameliorate the situation. It was a real blessing to have a calm voice explaining what needed to be done, a basic time line, what types of intervention were needed, and whether or not my presence was required.

Although for two days I stayed in the house without running water, I knew that "my" items stored in the basement would be well taken care of. And they were. Calling County Action was definitely the best decision I could have made in my moment of "crisis". From the initial contact with the office, Pat and Carrie, to you, Mike, and the crew of Chris, Jesus, and Steve who came out to the house and calmly and gently removed items and photographed them and reviewed my "list" before taking them away in the truck were super. It was helpful to remember that the basement storage items were "things", and the memories would remain. (Several items in the basement were brought back from my travels to family in Sweden, and they cannot be replaced.) There definitely was an emotional toll, and your team made a difference in my being able to move forward.

My (Nationwide) insurance adjuster and I were both extremely pleased by the entire response, and will send along documentation asking that you be included in the preferred vendor response in the future. I was glad that my adjuster suggested that I could choose my "own" restoration company; I was definitely not as impressed by the other one used by the homeowner.

As an active member of Fire/EMS for over thirty years, it is heartwarming to see another local entity as willing to respond promptly 24 X 7 to what I considered an emergency. All of you took the stance of explaining how together we would get through this incident. Honesty, integrity, promptness, careful handling of my valued belongings beyond salvaging, no questions were too silly to ask, and were always answered with detail.

Most sincere thanks and high recommendations to you and the County Action Team!

Gratefully,

*Louise*

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