

11 Pond Dr.
Rocky River, Ohio
December 29, 2012

Mr. Thomas Stuckart, President
Integrated Restoration

Dear Sir,


Over the past few weeks employees of your company have been working in our house repairing damage to our basement caused by a backup of rain water due to an operative sump pump. The repairs consisted of installing new insulation batts and drywall sections around the periphery of the basement, replacing woodwork, rebuilding or replacing damaged bathroom contents, and repainting the walls. Beyond that, Mr. Michael Stuckart coordinated our needs with Flooring Expo to replace our destroyed floor coverings.

We found the workmanship to be first class in all respects. It is not possible to detect the repaired areas nor to see a difference between the newly painted and the over painted areas.

Some flexibility was needed in accomplishing the overall repairs. In one instance, plans were made on the spot as to how to replace a destroyed cabinet with a new configuration that was different but accomplished the same purpose as the original. Mr. Mike Buck, the particular person who worked on this complication, did a great job of building shelving to replace the hard to duplicate cabinet and made the finished assembly attractive to look at. Additionally, while replacing some door casings he reworked a clumsily configured dropped ceiling edge so as to improve its appearance.

The workers were unfailingly courteous and accommodated our suggestions *when required*.

In the unlikely (we hope) event that we require repairs in the future we will be sure to call on Integrated Restoration. And we have already made recommendations to several people that they consider your company before any others.

Sincerely,

Richard W. Heath