



THE CLEVELAND PLAY HOUSE

8500 Euclid Avenue
Cleveland, OH 44106

p: 216.795.7000
f: 216.795.7005

clevelandplayhouse.com

Michael Bloom Artistic Director
Kevin Moore Managing Director

Thomas E Stuckart
Integrated Restoration
3348 St Clair Ave N.E. Suite 102
Cleveland, Ohio 44114

December 6, 2007

Dear Mr. Stuckart,

On behalf of the Cleveland Playhouse, I want to express our overwhelming thanks to Integrated Restoration and yourself for the phenomenal job that you and your company performed for us when the Playhouse suffered our water loss disaster. When the scope of the loss was brought to our attention, we really had no idea what to do, or where to turn. As you are aware, the individual concerns of the Cleveland Playhouse, the Museum of Contemporary Art, and the Cleveland Clinic all had to be addressed. The magnitude of the project, and its perceived complications, was overwhelming.

Enter Integrated Restoration. From your initial walk through with our staff, your knowledge and expertise in large scale cleanup, remediation, containment, and repairs, all became very apparent. Your demeanor and obvious experience with these catastrophes had a calming effect on us. The manner in which you simplified the processes and communicated your proposed procedures to our staff won our confidence.

When we saw your professional interaction with the adjuster, it was apparent that he too was confident that the project was proceeding in good hands. So, we turned the entire project over to you. We are very pleased that we did.

Integrated Restoration's ability to rapidly mobilize and manage such a large crew, and bring to bear all of the containment, cleaning, and drying equipment was impressive. The containment, cleanup, sanitizing, dry out, electrical work, duct cleaning, drywall, painting, etc. was all managed in an organized, systematic manner. As the project progressed, my staff consistently commented on what a terrific job Integrated Restoration was doing. The daily status reports were helpful. The sign offs, as each phase was completed as projected, was a well appreciated process. As a result, of your efforts, my staff and I were able to perform our own duties while Integrated Restoration handled the "disaster".

Although it has taken me some time to get to it, I wanted to be certain that you and your crew from Integrated Restoration knew how much the Cleveland Playhouse appreciates the fine work that you did for us. I cannot stress enough, how something that started as such a "disaster" ended up being a very positive experience for us.

Sincerely,

Elijah Ford
Building Superintendent

