



March 30, 2012

Thomas E Stuckart
President
Integrated Restoration
3348 Saint Clair Avenue; Suite 102
Cleveland, Ohio 44114

Tom;

Amazingly, in life and business, sometime through the worst of situations we discover the best of Cleveland people, services and resources. That is absolutely the case in our recent plumbing disaster and flood at our Radio One studios and offices at 2510 Saint Clair Avenue.

The plumbing device failure and flood of our workspace occurred in the early morning hours. After our Chief Engineer and Operations Manager stabilized our operations, we contacted your Vice President Michael Stuckart well before traditional business hours. Mike immediately came to our facility and made an initial assessment. He explained to us what Integrated Restoration could do to remediate the water damage and disruption to our operation and then immediately went to work.

Literally, within minutes, trucks and vans of sophisticated damage remediation equipment was arriving in our parking lot. The response time was incredible beyond belief. Your professional crew headed up by Project Manager Michael Joyce was efficient, swift, professional, courteous and knowledgeable in the science and task of water removal. Their process was well under way by the time our offices opened for business.

Before this disaster, we had no idea that water and flood clean-up was a certified process. After seeing your professionals in action, there is no doubt that this process is the absolute benchmark of excellence in water and flood remediation. Your crew carried out the clean-up flawlessly and professionally. The technology and knowledge Integrated restoration brought to our disaster made the process highly effective and efficient. **Your courteous staff professionally enabled us to conduct our regular and time critical business throughout the clean-up process.**

I wanted to personally thank you for your personal interest and input into our clean-up efforts. Integrated Restoration is a dynamic downtown Cleveland resource. I hope anyone who has similar disasters or restoration needs is aware of the great services provided by Integrated Restoration. If you ever need a reference or recommendation, I would be happy to personally attest to the great Cleveland people that are the backbone and muscle of your valuable service at Integrated Restoration.

Thank you again for your prompt and professional service. It truly has been enlightening to experience our flood, meet you and your team and to see the professionals at Integrated Restoration perform the job with excellence.

Sincerely

Jeff Wilson
Regional Vice President
Radio One

cc: St Clair-Superior Development Corporation

Radio-One Cleveland
2510 St Clair Avenue
Cleveland, Ohio 44414
216-579-1111