



The Village at Marymount

A Continuing Care Community

Corporate Office

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Marymount Place

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Villa St. Joseph

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Clare Hall

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Garfield Hts., OH 44125
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Thomas E. Stuckart
Integrated Restoration

Dear Tom,

I wanted to take a minute to compliment you on the emergency service remediation and structural dry out work your company recently completed at our building. Shortly after getting the water turned off to our broken sprinkler system, and as I stood in several inches of standing water in our hallways, it was evident that we had an enormous clean up task ahead of us.

After a few phone calls were made, I learned that Integrated Restoration was coming out to do the initial clean up at our building. Your response was quick, efficient and professional. Your apparent knowledge and depth of experience in dealing specifically with major water glycol mix losses gave us confidence in your company. Your first crew showed up quickly, displayed obvious familiarity of the processes required, and illustrated knowledge of the significant high tech equipment that was brought to bear; extractors, dehumidifiers, air movers, HEPA machines, etc, all put to work immediately to start drying out all 3 floors of our facility. Providing a position paper from the supplier on the proper method of neutralizing the hazard associated with the glycol, at our initial meeting, was impressive. Your company's immediate action in treating the surfaces to make the facility safe for our tenants and employees was well appreciated. Throughout the dry out, your technicians proactively searched for damp areas in the walls and ceilings and removed that material to ensure that all areas were properly dried. Even after everything appeared to be dry, Integrated's staff were still checking areas to ensure that the building was totally dried out.

I was initially concerned that Integrated was not one of the names you see in television ads but I am very pleased with the quality of Integrated Restorations work and found your staff to be very organized, professional, and easy to work with.

Your detailed presentation of repair methodology, your daily communication of project status was all appreciated and necessary in an operation such as ours, wherein the care of our tenants is of the utmost importance.

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