

Dear Mike,

This is an email to thank both you and your crew for the stucco cleaning and wood cleaning you did for my house exterior this July 2009.

On your part, Mike, I saw you demonstrate perseverance and stick-to-it-ive-ness to make sure you and your team completed the work according to my wishes. On one side of my house, I had a three-story high stucco wall. You had to drive 35 miles to find a 40 foot ladder to reach the top of that wall, requiring two people to lift and move it. In addition, once the job was started, we found that the power washer pressure hose was not long enough to reach the three stories from the ground. You searched and finally found an extra long non-standard hose which was long enough but then you found the fittings were not compatible. You then solved that problem. When we found that the dirt on two walls of the house had stubborn mold and stains, you and your team actually applied the Mold Avenger three times on certain sections of those walls to get them as clean as it was possible. It is that perseverance to get the job done for the customer in spite of the roadblocks put in front of you for which I thank you.

In addition, please thank your crew leader, "Bill", for me (I forgot his last name!). This guy had the patience of a saint and was so very pleasant. While you were searching for the longer hose and adapters, Bill kept the job moving, doing the sections of the house not requiring the special equipment. When I wanted the cedar siding cleaned in a different way than standard, Bill did it that way and it turned out well. Bill worked on those extra dirty stucco sections over again with such a pleasant attitude. When the power washer kept stalling out due to the much longer hose and resulting pressure changes, Bill just kept right on going, restarting the machine and continuing to plow through the job, always with a smile. Bill's onsite pleasant attitude really meant a lot to me considering that my mother died unexpectedly just six weeks before this job started. Bill's easygoing manner was just what I needed in my life at this time, so I really would like you to thank Bill for me. Ultimately, I am happy with the job because it makes the house look so nice from the street (which the neighbors will now like) and I am totally satisfied that there is no team that would work as hard as your College Works Painting team did to make that happen. Thank you.

Please feel free to share this letter with your crew, your District Manager, "Bear" Davidson, and your future customers. It is easy to complete an uncomplicated job well. But your future customers should know that even when roadblocks appear, your team works to solve all the problems and make the job turn out well in the end.

Mike, I wish you and Bill the best as you start your final year at West Chester University.

Sincerely,

Sharon Duranza

West Chester, PA 19382