

**From:** Ranita Haynes <[REDACTED]>  
**Date:** July 19, 2017 at 3:49:21 PM EDT  
**To:** info@puro-tec.com  
**Subject:** [REDACTED]

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Message Body:

Hi, I was trying to post on your website but was having a problem doing so. I just want to tell Pat and his crew that I am eternally grateful for the wonderful job they did turning my water damaged house into a new and improved home. Working with Frank McSherry, Jason the electrician and so many others turned out to be a great experience. They always made sure we were on the same page. They came into my house less than 24 hours after my bathroom flood occurred and starting tearing down walls and pulling up flooring and carpeting. When I arrived home from work that first day there was debris everywhere and I tried to prepare myself for the worst. Instead, before they left, not only did they clean up all the debris, they had drop clothes hung so the dust and dirt didn't go into the dining room and kitchen as well as offered to take the water damaged rugs and towels with them that I had already bagged up and put outside. Their mitigation service was excellent. Now moving on to the contractual part where they put my house back together. These guys came in and did their thing! They coordinated their work times with me, were dog-friendly and just down right out good people which was what I needed since my disabled husband would be there while they were working. Any questions I had were answered and all the suggestions they made enhanced my home. I was able to take pictures of ceiling fans, flooring, etc. and text them to Frank and if it was not in the budget, he came up with something affordable that was just as nice. He sent the carpet lady and floor guy to my house to meet with me so I knew what to expect as the project progressed. I cannot say enough about the people Pat Ferris sent to assist me. I also have to thank Allison and Julie as well. I know I'm leaving some people out but they know who they are and I have told them personally how satisfied I am with their work.

To anyone who needs friendly, competent contractors, Puro-Tec is the place to call.

Thanks again for living up to your word and making me a believer in your services.