

**Subject:** [REDACTED] - Puro-Tec

**Date:** Sat, 6 May 2017 14:59:25 -0400

**From:** Venu Venkateswaran [REDACTED]

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[REDACTED] Meena [REDACTED]

Hi,

Allow me to introduce myself, I am Venu and my residence is at [REDACTED]

At the outset let me thank you for the exemplary work done by your team in not only the disaster remediation and the subsequent repairs and renovation. They were considerate and extremely professional in their dealings with me and my family. From the moment, I called all the way from India and spoke with Julie and got all the reassurances that put me at ease.

Some of the team members I would like to personally thank are given below.

**Tony Vaxner** and his team who were responsible for the initial demo and limiting the damage. Their tireless effort and working non-stop was quite exemplary. They made sure that they kept us informed all along and were never tired of my million questions. Tony infact came home on weekends to make sure that the work was getting done as planned and would correct where needed. To cap it all he is extremely humorous and always ready with a laugh and all the time focused on the job on hand. Thanks a lot to Tony and team.

**Scott and team at office** were exemplary in explaining and putting together the whole repair process and deadlines and not only did they keep to it but they also did it with quality and professionalism

**Frank P** – from the moment I met him at Scott's office, he has been a fantastic example of professionalism. His handling of the repairs process and his handling of the township for the permits was simply fantastic. He was also very clear in his communication with me and my wife about the repairs and explaining the pros and cons of any change we would like to make. Also, he was extremely patient with the many changes we had to some of the plans. His follow up with the various teams involved vis-à-vis the electrical work, plumbing and insulation were some of the highlights of the work done here. My **BIG THANK YOU** to him personally for the effort and work done.

**Charlie** – works with Frank and is possibly the team's unsung hero. He just gets things done. Always has a smile and ready to improvise. The one specific piece of work that is worth mentioning is the

piece he did with the bathroom sink in the powder room was not only very well-conceived but also very well executed. It was more like leave it to Charlie, he will take care of it!

**Finally, the clean-up crew** - the team that came, packed the things, cleaned up after all the work was done and brought the belongings back were efficient, capable and swift in the way they worked and there were no breakages or further damages.

At the cost of being repetitive, I would like to thank you and your team for all the help and work done during a specially trying time for me and my family and like I was telling Frank and Julie the other day, I have one last piece of work that needs to be completed and that is my kitchen and I will be getting in touch with your team for that as well.

Thank you once again and many best wishes to you and your team in all your future endeavors.

Regards,

Venu and Meena