

Hello Larry, Jim,

cc: Judy

My residential property that you inspected today is the 3rd of three that I currently own and one of 8 that I have owned over the past 15 yrs. I have interacted with many Property Inspectors – from the “buy” and the “sell” side as well as “Property Management contracted inspectors”. My call today was prompted by neither an urgent buy nor sell situation but more educational.

My sincerest thanks for your exceptional:

- Fast response and obvious attention to high customer satisfaction standards
- Communication
- YOUR strong desire to keep an appointment despite severe weather (cold, rain, wind) so that you could get to the “root” of my concerns which is water infiltration
- Preparation with the proper trucks, cameras, equipment needed to provide a VERY thorough and lengthy analysis of the interior and exterior of my home
- Professionalism
- Objectiveness
- Attention to detail

I am also appreciative of the:

- Hard, soft and video copies of your work with detailed comments – written and verbally
- Care in showing me both physically and visually (via TV video and a sw copy) your findings
- Willingness to provide references
- The fact that you are an Engineering firm only and not a “Contractor” of 3rd parties.

Your firm has a new and very high level of expectation and standard. I am so appreciative!!

Regards,

Anne P.

Bethany Beech, DE