

MOVIELINE'S
Hollywood
Life

May 19, 2005

Re: HP & ASSOCIATES

To Whom It May Concern:

In the wee small hours of July 9, 2004, I got a call from one of my mother's neighbors, telling me that the house was on fire and my mother was being taken by ambulance to Grossman Burn Center. Wide awake and in disbelief, I called Grossman Burn Center, but the ambulance had not arrived there yet, so I grabbed two of my 4 children and headed over to the house, which is only a mere 5 minutes away from me.

What I saw when I arrived was surreal: 6 firetrucks, flashing lights, a lot of hoses, and a burnt-out shell of what used to be my mother's home. The origin of the fire was an old console television set in the den and that room was gutted. The electricity was off, naturally, but walking through the smoking carcass of what used to be a home, my feet crunched over broken glass and I could tell, walking room to room, that although the den was the point of origin and was gutted by the flames, the smoke damage was everywhere. The house was still smoldering, with walls and ceilings dripping water from the firemen's hoses. A huge pile of smoldering and wet rubble -- my mother's lifelong belongings -- was on the front lawn.

I spoke to the head fireman, then grabbed my kids and headed to the hospital, where I waited in Emergency to find out the fate of my mother, who had been pulled out in full cardiac and pulmonary arrest. After what seemed like hours, she was cleaned up, stabilized, intubated, and put into the burn unit intensive care, where she ended up staying for a month. Once my mother was stabilized, I went back to the house (it was about 5:30 a.m. now and starting to get light) to grab whatever valuables she might have had.

Then, I went home to begin what is, for me, an ongoing process of getting her home and her life and health back together.

First thing I did was to call State Farm Insurance and put in the claim, get the name of a company who boarded up burnt-out houses, and wait to see where the process took me. When I went to the house to meet the board-up men, I was met by Dietz, an independent insurance adjuster, and a contractor. I was surprised at the alacrity of people soliciting me, especially when I was in no mood to be solicited. However, the Dietz rep was caring and so was the general contractor he brought with him.

That contractor, it turned out, could not do the job for whatever reason, so when I signed up with Dietz, they brought on HP Associates, who worked with State Farm's insurance claims adjuster, Michael Oei and their contractor, Rossmoyne, to bring the bid of rebuilding the house within the State Farm guidelines, and at the same time rebuilding to our specifications.

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I was a babe in the woods when it came to contractors, insurance adjusters, and burned-out houses, but since the task had fallen to me to take care of things (my sister unable to do so because a) she had never worked in her life, and b) she lived in Arizona), I had no other choice but accept the yoke of responsibility and do the job.

HP & Associates made this job bearable because they basically took over the task of rebuilding the house. They offered recommendations that were prudent, cost-effective, expedient, and classy, while at the same time adhering to my vision of the house I wanted my mother to come home to. Basically, the same home she bought in 1965, only updated and modernized and, as it turned out, handicapped-ready.

They tried as best they could to accommodate my busy work schedule, so that most appointments were made on weekends or first thing in the a.m. before I had to drive over the hill, and were very understanding with the billing process, realizing that payments had to first come through State Farm and Dietz before checks could be cut to them for each state of the construction.

In all, HP & Associates did their best to take the edge off the horrible nightmare of dealing with something as devastating as a house fire by being prompt, courteous, and highly professional.

I would definitely recommend them to anyone looking for a general contractor.

Sincerely yours,



DEBORAH BAUER
General Manager