



January 30, 2009
HP and Associates
Westlake Village, Ca

Dear Shelly, Charles, Bruce, Anna,

In October my husband and I received a phone call that there had been an explosion in our rental house on [redacted]. We rushed over there and saw what amounted to us devastation. After the relief that our tenants were safe and that the fire was extinguished. Its hard to know exactly how to sort out the process of getting your house rebuilt.

The actions that Shelly and Charles took like making calls getting the house boarded up and safe were actions that instilled a lot of trust right away, That kind of action continued throughout the insurance process and paper exchange. Its a lot of different people appraising and qualifying the value of your house. Its not the most comfortable process but it was made easier with Charles and Shelly being there and so accessible for questions that come up.

Bruce then directed construction from start to finish and his workers at each of the many stages from demolition to fire treatment to rebuilding each of these many steps employed experienced, efficient, fast, crew people. You could tell that they all had worked together for a long time and that is reassuring as good business.

The transformation in that short amount of time was really great ..powered by the strong management of Bruce Parton and the HP office and the whole team. You really have it down.

Thank you HP and Associates. It really could not have gone smoother.

Thank you so much,

Nina Padovano

Dan Morski