

July 2012

HP Associates

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In February of 2011, our small apartment building high in the Hollywood Hills suffered a devastating fire late on a Saturday night. On Sunday morning, a representative from HP & Associates came knocking on the front door of our home. At first, this wasn't a welcome visit. We were home with our small baby, trying to make sense of the past nights occurrences. Something about the gentleman from HP made me feel as though we should talk to him and listen to what he had to say. He stayed with us most of the day and without any pressure, helped to lay out a path to repair what had happened.

Re-construction began 3 months later in May and completed within budget and on time. (When does that ever happen in the best of circumstances) Our building was a real challenge logistically. There is no road access that leads to the building – only a small elevator not suited to construction material and a serious set of steps that wind up through the hillside. HP not only accepted the challenge with a smile, but worked around these obstacles with little to no bother to the sensitive neighbors up on the hill. They were respectful of our finishing choices to keep the charm and character of our 1930's building and never complained when we lamented and ultimately changed our minds on some details.

Looking back on what was a very difficult and stressful time, we often feel that the fire was a blessing in disguise and we couldn't have gone through that experience without HP & Associates. They instilled in us a level of confidence that allowed us to step back and let them do their job, while we carried on with our busy lives. HP worked within the parameters of our insurance coverage and delivered a finished product that never looked to be touched by a fire.

In all our years of working with contractors and construction managers, we have never seen this level of professionalism and all around positive attitude. Our wholehearted appreciation goes out to every member of the team and we sincerely thank you for the outstanding service and job well done.

Warmest Regards,

Lisa & Thomas Thurnauer

