

Patricia Wallace

Carlsbad, CA

August 25, 2012

HP Associates, Inc.  
31344 Via Colinas, Ste. 101  
Westlake Village, CA 91362  
Attn: Kim Columbia

When my home was flooded in March, 2011, I was directed to HP Associates for restoration services. I first met with Charles Riccardi who then introduced me to Chuck Virzi who would be the project manager to restore the damages done by the presence of water in the downstairs of my home resulting from a leak in tubing under my kitchen sink while I was on vacation.

Chuck was extremely helpful to talk to me at length about the process of restoration, including assessing what my choices would be in that process, always attempting to accommodate my needs and desires regarding paint colors, kitchen rehab, granite choices, etc. He was readily available by phone to answer questions, and to come to the house to keep track of the progress and he took me to shop for replacement fixtures and appliances, giving me personal attention when needed.

Chuck and his crew did a commendable job in a reasonable time period and I appreciated the demeanor of the crew, always listening to my interest in the recovery process. I have to say I was very satisfied with all the work that was done and sincerely appreciated the hard work, excellent craftsmanship in the kitchen cabinetry, finish work on the walls, doors, baseboards, painting, etc. The crew was very courteous to me, and I was impressed with their desire to be helpful.

I wish to thank your company for an excellent restoration job on my house and would recommend your company to friends who would need your services. I also wish to say that I always had a positive experience with the administrative assistants in the office whenever I spoke to them regarding financial issues.

Sincerely,

*Patricia Wallace*

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