

May 12, 2014

HP Associates, Inc.
9333 Melvin Avenue
Northridge, CA 91377

Re: Letter of Recommendation

Dear Bruce,

I can't thank you, all of your associates and contractors enough, for living up to your mission statement, "Restoring Buildings ... Changing Lives". I was extremely impressed with the professionalism and exceptional service of everyone associated with this project. Everyone from the gentlemen that made the initial contact with my family, to the workers on the very last day demonstrated a level of work ethics that were truly beyond my expectations. You made a very bad situation into a positive. Your employees and subcontractors were knowledgeable, patient and very helpful.


The following items are what I appreciated most:

- I felt safe. Workers were identified by their T-shirts with the HP logo and I was advised when they would be working. They were respectful at all times.
- Workers arrived on time, worked efficiently and cleaned up after themselves DAILY.
- The assistance provided in dealing with the insurance company was invaluable to me.
- Every effort was made to have the contract fulfilled within the timeline given.
- I was kept informed at every stage of the project and my questions were answered honestly.

Such excellent service deserves to be lauded and commended to others. I would also be remiss if I didn't mention Mike at Tri Tech Electric and his colleagues for their outstanding service.

Again, let me express my sincerest appreciation for a job exceedingly well done.

Sincerely,



Sylvia Ruiz Santini