

To Whom It May Concern:

November 2, 2004

The purpose of this letter is to convey why I chose to hire Jenkins Restoration to rehabilitate my house and the results of that choice.

I was on a three-day trip away from home during which time the toilet in the master bedroom sprung a leak. The leak coupled with failure of the water pressure regulator caused gushing water to destroy the entire interior of the house. My insurance company advised me to hire a general contractor. Inexperienced in such matters and in shock, a neighbor referred me to Jenkins. This person had used Jenkins to restore his home and was very complimentary and reassuring. Consequently, based on this recommendation, I hired Jenkins to put my house back together.

I, too, had a very positive association with Jenkins. I feel as though they represented me even though both of us knew the insurance company was going to be the ultimate payer.

The Jenkins team responsible for putting my house in order included Andrew Fetterolf who served as project manager and my main contact with the company, and Victor Mendez and Julio Flores who were in-charge of all carpentry and tile work.

In particular, I found all to be:

- Professional,
- Timely,
- Attentive to detail, and
- Responsive

I heartily recommend each one of them. We communicated via telephone and email. Jenkins returned my calls and answered my emails within a reasonable and satisfactory time period. I never felt ignored or neglected.

In summation, I appreciate what they did and how they did it. They performed honorably. I wish I didn't need their services, but under the circumstances, I am glad I chose Jenkins.

Respectfully,

Kenneth S. Rubin