

Kathleen and Charles Heitman
751 Saw Mill Brook Parkway
Newton Center, MA. 02459

ServiceMaster by Glenn's
1505 10th Avenue
Vero Beach, Florida 32960

To Whom It May Concern:

This letter is being written to strongly recommend your cleaning service, ServiceMaster by Glenn's, on the work your company recently completed on an emergency water damage incident to our condo.

We especially commend the professionalism and honesty of your Estimator, Mr. John Weisbecker, GM, who when we learned of this damage, immediately contacted him when we learned that ServiceMaster was handling the cleaning and disaster restoration to our unit.

John explained what had happened, what was being done, and was in contact with the claims adjuster from our insurance company from the start to the finish. John took over 33 pictures, and made diagrams of each room impacted by this water damage. He sent all this information directly to us as we live outside of Florida, telephoned us to keep us updated and responded directly when we called and left messages for him. We felt secure in all that John and ServiceMaster was accomplishing in our behalf.

Again, we want to express our sincere thanks to John and his team at ServiceMaster by Glenn's in Vero Beach. Know you have merited our trust in your company, your honesty and professionalism in your client's relationship, and a very strong recommendation to all who may need your services in the future.

Sincerely,

Handwritten signatures of Kathleen and Charles Heitman in dark ink. Kathleen's signature is on the left, and Charles' is on the right.

Kathleen and Charles Heitman