

May 22 2009

Pioneer Waterproofing  
2 Hillyard Street  
Hamilton Ontario  
L8L 8J9

Attention: Ray Paiement  
President –C.E.O.

Dear Ray

I am writing to thank you for the exceptional, and in fact rare quality and service one expects these days, which you and your staff have provided to us in correcting our recent problems.

As you know we had a crisis on our hands and your compassion and determination to assist us in solving it will always be appreciated more than simple words can express.

It is apparent that attitude extends even beyond yourself as your staff went way beyond expectations in completing the work on both jobs in a more than timely fashion and with a sincere desire to do so even under the conditions under which they were forced to take on those tasks. I truly did not expect the extra steps taken to assure creating the minimum amount of minor clean up for us once their work was completed. I am still amazed at just how little there is for me to do. I expected a major job and find just my regular cleaning is more than sufficient.

I must also mention Charmaine, the lady in your offices who was such a great help to me at all times during numerous telephone calls. Employees like yours are invaluable assets to any business.

In summary please know I will recommend most highly to anyone that if they face any waterproofing problem there is one company to call and that company is Pioneer Waterproofing.

My husband and I both send our heartfelt thanks for your help and the excellence displayed by all with your organization in providing the services we so badly required.

Sincerely

Betty and Les Gorven  
2045 Mountain Grove Ave,  
Burlington Ontario  
L7P2H8