

Dear North Ridge Restoration,

This note is to thank you for all you did to restore Sam and Ann Tate's house after the fire in December. What you accomplished in a mere 4 days was truly remarkable especially with the distances involved. They were back in their house and able to celebrate their first Christmas together as a new family which meant more to them than I can tell you. During the whole process, they could not stop singing your praises for the way you all conducted yourselves. By the time Sam and Ann left the house in your hands that night, they felt comfortable that their lives were in good hands. For that alone, you should feel proud of your "people" skills.

All were so patient with the need for Sam and Ann to have an extra minute to absorb the information being given them so they could be comfortable with the decisions they were making. The trust you managed to build between the disparate groups was wonderful to watch and a testament to your professionalism. The way each group demonstrated their knowledge in their fields and appreciation for the other fields of expertise needed to complete the job of restoring this house to a home was very reassuring to Sam and Ann, and a pleasure for me to watch.

Thank you,

Vicki Robinson