

Dear North Ridge Restoration:

A few weeks back I went down to our garage around 6:30 in the morning to feed the dog, and heard an enormous *jet engine* sound in the garage. To my surprise our hot water heater had busted out of the bottom of the unit and water was streaming into our downstairs bedrooms. Luckily we were able to avoid major damage as we caught it in time, but not in time to avoid at least an inch of water in our downstairs rooms and garage. I immediately called North Ridge Restoration on my way to Home Depot to get a new hot water heater at around 7:00 am, and by 9:30 am the crew was onsite and starting to remove the water and damaged areas. By noon, your guys had completed their job, set up the necessary blowers and dehumidifiers, and were on their way. First of all, the speed at which your crew arrived at my home was amazing on a Saturday! But more importantly their professionalism and willingness to help me during this crisis was well above board and one of the best experiences I have ever had with a service company. Thanks for being there when my family needed help the most.

As a professional insurance agent we are constantly dealing with our clients and the challenges they face when issues such as this arise. Because of North Ridge's expertise and ability to jump when needed, I will definitely send my clients your way when catastrophes hit. Thanks for all you do!

Chris Sloan
Agency Principal

The Sloan Agency, Inc.