

**From:** ruth maron [<mailto:ruth.maron@comcast.net>]

**Sent:** Tuesday, September 06, 2016 11:32 AM

**To:** Scott Knightly

**Cc:** Chris Prior

**Subject:** Thank you

Dear Scott,

I recently worked with EnviroVantage when I discovered that my living room wall was wet and covered with mold. It is a common wall in a two-unit condominium in a historic house (1740) in Portsmouth's South End. Chris Prior can fill you in on the details. But needless to say, it was quite traumatic!

I called EnviroVantage at the recommendation of a salesperson at Ricci Hardware. I called your company in the morning and Chris was at my house by 1 p.m. As soon as I met him, I left reassured and confident that I was in good hands.

Work was scheduled promptly and it was performed by Darryl. He was absolutely terrific! He worked quickly and carefully, reassuring me and answering my questions. Again, I felt fortunate to be in the hands of such an experienced professional.

Not only did Chris and Darryl do a great job, they also were so responsive and caring. Chris was always available to answer every question along the way. That type of customer service is really what sets you apart!

Repairs are almost complete – insulation and drywall are installed, and the painter is at work now.

I want to express my thanks to you and your staff for making this difficult job so much easier. I will be happy to recommend EnviroVantage to anyone who finds themselves in a similar situation.

Best regards,

Ruth

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