

Dear Mr. Morse

On behalf of my mother, Dorothy Lewis, I want to thank the many staff members of your company who went above and beyond to assist her after a pipe burst in the upstairs condo causing much damage to her living room.

From Heidi to Bryan to Michelle to John — everyone we dealt with was professional, knowledgeable and very thoughtful. My mother will be turning 90 years old in a couple of months and is legally blind. This was the third time in the past few years that a pipe burst in the condo above her, so you can imagine how upsetting the situation was.

Your employees worked quickly and dealt with both the condo association and insurance company to have her condo cleaned up and repaired within a few weeks. John in particular was a pleasure to deal with, very personable making my mother feel at ease about the project. We called your company as a result of the professional work you have done with the Boston Police Department. My husband suggested we call, as he is a Sgt. Det in Homicide and was familiar with your work.

We called many companies who could not get to us for several weeks due to the storm in January that caused a lot of damage. Your employees were at my mother's condo at 8:00a.m. the next day! We will definitely recommend 24 Restore to anyone in need of these types of services.

Please pass along our gratitude to your employees.

Ellen & Jim

Dorchester, MA