



Feb 14, 2017

Duncan Cottrell
The Educated Craftsman &
The Entry Enforcer

Dear Duncan,

I've gotten to know you in several capacities over the past couple of years and I just wanted to take a moment out to say Thank You for two of them.

First, you were Call #1 when I got the call from my wife that our house had been broken into. You got to my home before I could and had already done the most important job of being a shoulder for Mary to cry on. She bore the brunt of going through the house that had been tossed about, calling and dealing with the police, etc. When you got there, she was able to let down her guard and let you take care of her. There is *nothing* more valuable than that to me. So thank you!

And as a side note to that, the door reinforcing that you did on all our exterior doors and the rekeying of our house has been wonderful. We feel so much more safe in knowing we've made it harder if the bad guys want to kick our door down again.

The second capacity is as the Educated Craftsman. I have appreciated your knowledge and guidance in doing valuable home maintenance such as replacing rotted wood and repairing exterior wooden structures. Without these services, our 1940's house would start to get in serious trouble. And when it came time for us to hang items on our plaster walls and I was frustrated and annoyed at how hard putting up a simple picture was, I knew just who to call. I was able to consult with you about how to best hang picture rail in my home and how to make it look and function its best.

This Christmas, I took down the pictures off the wall and hung the stockings up in their place. It was easy. There was no mess, no frustration, no annoyance.

I hope you can hear what I am saying to you here. The services you supplied met the minimum requirements, and then so much more. I, and my whole family, appreciate The Educated Craftsman, The Entry Enforcer, and the all around great guy that you are. Thank you Duncan!

Sincerely,

Susan Powell