

REBECCA G BRIZI

Dear Dale,

A plumbing problem is problem enough; compound that with an out-of-the-country landlord and an under-informed middle-man, and things can get difficult.

When my brother's tenant had a plumbing emergency, I was asked if I could help. My brother, the landlord, lived in Taiwan: exactly a 12 hour difference. Meaning he was asleep while we were awake here in Georgia. This is the perfect recipe for a complicated and ongoing headache.

I gave him your contact details, and your people took over, removing all complications.

The tenant sent some photographs and explained the problem, you quoted us a price and from there took over communications with the tenant to coordinate the appointment. You also managed to liaise with the landlord via email, always promptly and easily. You performed the work to the exact budget quoted and within the day scheduled and, just as important, made the all communications and organization simple for everybody involved.

Thank you for your ever-so-civilized approach to our somewhat chaotic situation.

With Gratitude,

Rebecca G Brizi