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Northpoint Home Services
Attn: Robert Slocum

Robert,

I want to take this opportunity to thank you all of your assistance with the latest home renovations you performed at my residence.

When I initially asked you to re-grout my shower, I thought it would be a simple job, but after you inspected the area it was evident that there was the potential for more damage that could not be seen. When you started the job, you advised that we would not know the extent of damage, if any, until you started removing the grout and some tiles.

When you had two rows removed on side, you showed me what was causing the initial issue was created and that there was no additional damage. To properly fix, you suggested that we remove 4 rows of tile, let the shower dry out for two days, come in and clean and then install the tiles and re-grout. During this time, I thought I was going to have to replace my whole shower, but I was very glad that you took the time to diagnosis where the water was coming from and a masterful plan to permanetely correct.

Upon completion, the shower looks great and I feel confident that there will no longer be any water causing any more damage. Your professionalism during this experience was what I have come to expect and you more than delivered. Not only did you lock up my house when you were finished, you also let my curious cats help. Thank you for everything and the next time I have something that I know I am not capable of correcting, you will be the first person I call.

Wishing you all the best,

David Machost

