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July 23, 2014

Robert Slocum
Northpoint Home Services

Robert,

I wanted to thank you for all of your assistance over the last few weeks. Being a novice do-it-yourselfer, I find myself occasionally taking a misstep or in need of help beyond the internet.

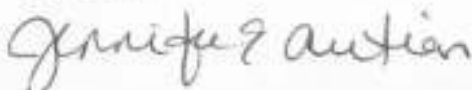
You were quick and thorough in response to my emails for assistance, not ever stopping to think of potential lost business. You offered free advice and information as I was trying to work on some plumbing issues.

As often happens, I get in over my head and can't do something. I appreciate your willingness to come by and timeliness in that you came by within 24 hours of my hitting a road block. Not only were you able to quickly use your 'proper' tools to fix my situation, you helped provided additional insight on how it could be done better.

I also appreciate your full knowledge on all levels of construction and home repair. I asked several other questions with the plan to have you out again in the future to do some 'honey-do-list' items that I didn't want to take on. In looking at my door and door frame, you took again to your toolbox and were able to quickly and expertly fix the door so that it would close properly. This has saved enormous amounts of frustration in just simply going in and out to the deck.

I have and will continue to highly recommend you for projects big and small knowing that your breadth of knowledge is all in your head and not having to read a book to see how to fix the next item. You exhibit your competence and expertise in all that you do, and I thank you for help and work done for me.

Sincerely,



Jennifer Autian