

May 4, 2008

Mr. Louis Agudo
Home Sweet Home Inspection Services
220 Shady Marsh Trail
Roswell, GA 30075

Mr. Agudo:

Several weeks ago, I contacted you about performing a home inspection for a property I was excited to purchase. During our brief conversation, as we set up the appointment, I was immediately taken with your professionalism and customer service; I instinctively felt that I would be in good hands on inspection day.

As a professional in the customer service industry, I look for and am very critical about the services I receive. Quality work performed with integrity is high on my list of expectations, but I also expect good communication practices. You delivered on all of these points and continued to go “above and beyond” by educating me throughout the inspection process.

I appreciate you taking the time to show or explain the actions you took to make this a successful inspection. I also appreciate the time you took to educate me on maintenance practices that will allow me to care for and invest in the future of my home purchase.

Finally, as a result of your inspection, I knew that I had some tough decisions to make about the purchase at hand. Your guidance and expertise inevitably helped me decide *against* the purchase of the property, but has allowed me to continue my property search a little more “educated” than I was when I began.

The property search continues, and I will certainly be calling you again when I find the “home of my dreams.” Thank you for all of your hard work,

Sincerely,

Rachel Kennerty
624 Barrington Oaks Circle
Roswell, GA 30075
770-262-0162