

Mr. Keith Grella

Owner

ServiceMaster SouthEast

Dear Keith,

I wanted to thank you for your quick response and assistance to our fire and water damage cleanup, dry out, and demolition of the Cheeca Lodge Resort and Spa. After our unfortunate fire at the resort on December 31, 2008, your quick response and professional staff took immediate action in drying out our 40,000 square feet 4 story main lodge building. As a result from the nearly 500,000 gallons of water that had to be used by the fire department to extinguish the fire, all of our ceilings, walls, floors, furnishings were completely saturated with water damage. ServiceMaster's crews and equipment were quickly mobilized which included generators, dehumidifiers, and turbo dryers that were instrumental in drying out the building which enabled us to restore many parts of the building.

ServiceMaster by Glenn's was able to work in a professional manner working closely with members of our staff, insurance adjusters, engineers, and other contractors in order to remediate the building as quickly as possible. Working with my insurance company, your billing provided a detailed appraisal of the damage and the daily progress and expenses of work done.

Your company, its employees, and you exhibited the highest quality professional work and we would not hesitate to recommend your services to anyone in need of these types of services.

Sincerely,

Jerry Johnson

Cheeca Lodge Owner