

09-03-07

Barbara Augusta
223 Fifteenth Street
Schenectady, NY 12306

Ashley Construction
PO Box 362
Waterford, NY 12188

Dear Mr. Aquilo, *Joe,*

I would like to take this opportunity to thank you for the wonderful work that you did for us. It was a very difficult time and having you on our side made all the difference in the world. Dealing with the fire was bad enough. I can't imagine dealing with the insurance company on top of that. Knowing that you were fighting to get us all we were due gave us peace of mind at an otherwise trying time.

You dealt directly with the insurance adjuster, Paul Heaphy. I only met him once. You mediated and negotiated what had to be done and the price. You sent the bills directly to the insurance company and I had a check within a couple of days. Your regular phone calls to us kept us up-to-date as to what was happening. I am certain without your assistance, things would not have gone as smoothly and we would not have gotten the amount of money we received in the end.

Having work done on your house is also stressful. However, your crews were prompt, clean and tidy and professional. They were kind and tolerant. They met me at stores. They brought me samples, color charts, patterns, etc. They gave advice. They tolerated my indecision and changing mind. At the end of each day, their tools were put away, nails were picked up, material was kept neat and out of our way. I realize you tried your best to "bother" us as little as possible. I truly appreciate this.

You were also knowledgeable about the order tasks needed to take place for the restoration to occur with the least resistance and in the most efficient manner. For example, I was in a hurry to have the inside of the house cleaned but you had us wait until the windows were installed, the siding was up and the porch was done. Had things gone my way, I would have had to clean the house twice.

Again, Joe, I can't say enough about the services you offer. I tell everyone I know and meet about Ashley Construction and how you made our lives a bit easier after such a tragic event.

Sincerely,

Barbara Augusta

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