

From:

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To:

Subject: S & A Recommendation

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January 11, 2012 a hose on my washing machine came lose and I had a major water leak on the main level of my house and also in my basement. Water was pouring everywhere. I reported this to my insurance company (AAA Insurance) that night and filed the claim. My claim agent, Janet Smith, said she would get in contact with the water restoration company they used right then. Within 20 minutes my brother-in-law answered the phone and spoke to Stuart Nelson, owner of S & A Construction. He was very thorough and let us know that they would be here the next morning between 8:30 and 9:00. At 9:00 the following morning Cory and Josh showed up and got started immediately getting to the root of the problem. The way these two men presented themselves to me put me at ease immediately. They let me know they would take care of everything which relieved some of my anxiety. Annie, the other owner of the company, came and presented papers for me to sign and explained the entire process. After she talked to me, I was more than sold on S & A Construction. She is a wonderful person that I instantly knew I could trust. They got busy immediately pulling back carpet and removing the pad, pulling flooring & some ceiling, installing huge fans and humidifiers and blocking off areas. I was very impressed with their work. After the drying out process, they began putting everything back together. Everyone of their employees that came into my house were very polite and respectful, I appreciated them keeping me informed as to when they would be at my house the next day. They were also very considerate to clean up after themselves, never leaving a mess. I felt like they did everything they could do to make sure I was satisfied with their work. I feel like this company went above and beyond making me, the homeowner, their utmost concern. I have told others about this company and what a good job they have done for me. I would highly recommend S & A Construction to anyone, and would never hesitate to call them for any work that needs to be done in my home in the future. The heart of this company is the "caring" owners and their staff. Thank You So Much!!

Jan McAllister

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