



BURLESON CONSTRUCTION COMPANY, INC.
GENERAL CONTRACTORS

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Mr. Bob Pakrul
Spotless Carpet Cleaners
206 Dalewood Drive
Johnson City, Tennessee 37601

August 22, 2011

Subject: Acknowledgement of Services

Dear Bob:

I wanted to send you a note acknowledging your great response time and outstanding results from three different water related situations.

The first one was in March at my personal residence. My wife and I returned from a trip to find we had a water line that had burst, and had been running for several days. We called you on a Sunday afternoon and you immediately responded, removed the water, dried the existing sheetrock and saved the insurance company thousands of dollars as well as saving my wife and myself many additional weeks of renovations and repairs.

The second situation was in response to some concrete slabs that had too high of a moisture level. Your expertise in meeting with the contractor and developing a plan of action and executing that plan of action was exceptional. The only issue we had there, which was no fault of yours, was the contractor's delay in turning you loose on the project.

The final situation I'd like to commend you on was the humidity issue in a local business. This has been looked at by numerous people and when you and I visited the site in early August, after about 15 minutes worth of discussion, a potential solution was given to the owner and it is my understanding that this has been done and the problems have gone away.

I appreciate the working relationship that our firms have and our friendship. It is always nice to know that there is a firm available that understands the damage that water can do and understands the importance of a rapid response and has the equipment and the expertise to deal with most water related issues.

Thank you for your hard work and response and for staying on the front end of an ever evolving water mitigation industry.

Very Truly Yours,

Thomas J. Burleson, CPC
LEED® Accredited Professional
President
Burleson Construction Co., Inc.