

JEM Enterprises of Central Florida, Inc.
"A Landscape Management Company"
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The Better Business Bureau
PO Box 31377
Knoxville, TN 37930-1377

I would like to spread a good word about two (2) specific companies that we recently engaged for work at my mothers house when she had an unfortunate incident relating to some interior flood damage at her home. Both of these companies are located in Johnson City, TN.

SPOTLESS CARPET CLEANING INC., and more specifically, Mr. Bob Pakrul the owner, were nothing short of outstanding in every single aspect of the attention, the response time and Mr. Pakrul himself in the work they performed for my mother. In addition to the work, Mr. Pakrul went out of his way to visit my mother who is 81 years old in the hospital when she was admitted after suffering severe anxiety over the interior water damage she experienced and personally assured her, that he would personally oversee the work and that all would be taken care of. To say the very least, he was more than true to his word. When I arrived at my mother's house after a hurried trip from Florida, Mr. Pakrul had already lined up the insurance adjuster and a contractor for the repair work! Upon request for help with some other issues, Mr. Pakrul then went on to recommend the services of GASTEIGER PLUMBING INC. and Mr. Tommy Gasteiger.

After one phone call, a gentlemen whose name is Ed, and I apologize that I did not get his last name responded immediately to our call for drainage issues. After assessing the situation, Ed returned not long after leaving with Mr. Gasteiger himself, the owner with state of the art video equipment to see exactly the problems we were encountering. Within 48 hours Mr. Gasteiger along with Ed returned with another gentleman to rectify the situation, and went beyond scope of work by "gently" removing my mothers rose bushes prior to the work with loving care, and replanted them afterwards, telling my mother not to come outside due to the high temperatures!

Living out of state in Florida, with my sister living in New York, we were at the mercy of working with people and companies we were not at all familiar with. Yet, with honesty


and integrity, these gentlemen, along with their company staff, attended to every issue and more, not to mention, the personal interest they took over my mother.

To often, we only hear the horror stories of how the elderly are taken advantage of, but rarely do we hear of companies who are overseen by the owners themselves when they arise to a crisis, and on there own, because of who they are as people and their own personal values, provide an extremely high level of service and involvement. How can anyone take issue of price when all that was rendered and the peace of mind that was brought to my family was delivered in such a manor!

As an owner/operator of a service related business here in Florida, we feel it is important that when instances like this occur, it should be duly noted and recorded.

Everything Mr. Pakrul and Mr. Gasteiger did and how they did it, is greatly appreciated by my entire family!

Sincerely,


James E. McCully, Jr.
Vice President
JEM Enterprises of Central Florida, Inc.

CC: Mr. Bob Pakrul
Mr. Tommy Gasteiger